

GUIDE TO PROGRAMS & SERVICES



Helping People. Changing Lives.

Leadership Letter

By Betsey Andrews Parker, MPH, CEO

At Community Action Partnership of Strafford County (CAPSC), we know that strong partnerships build strong communities. The work we do cannot be accomplished without the tremendous support we receive from the business community, our donors, our nonprofit partners, the municipalities we serve, and so many others who contribute to our mission. When we lift people out of poverty, we lift our community. Feeding the hungry, sheltering the homeless, improving the workforce, and educating our children all help to increase economic opportunities, not only for our clients, but for our entire region.

With new initiatives such as a workforce development grant from the New Hampshire Community Development Finance Authority; a significant program expansion in Dover; and the implementation of a Two-Generational system of care that helps break the cycle of poverty for families and provides our clients with comprehensive and coordinated services, CAPSC is eagerly looking forward to a future filled with promise.

This guide is just one aspect of the work we do at CAPSC. The programs are always expanding and we encourage you contact our team to help you navigate the programs, eligibility, etc. We will continue to work together with you to reduce poverty and build a stronger community for all of us. Together, we can make a tremendous impact.

Our Mission

To educate, advocate, and assist people in Strafford County to help meet their basic needs and promote self-sufficiency.

Our Vision

To eliminate poverty in Strafford County

Our Values

Compassion, education, self-sufficiency, transparency, accountability, teamwork, client focus and professionalism

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Outreach Offices

<p>Dover Bradley Commons 577 Central Ave. Suite 10, Dover NH</p> <p>603-435-2500 Mailing Address: Bradley Commons 577 Central Ave. Suite 10, Dover NH</p>	<ul style="list-style-type: none">• Housing Services• Homeless Services• Security Deposit Programs• Coordinated Entry• Fuel Assistance• Electric Assistance• Food Pantry• Weatherization• Neighbor Helping Neighbor
<p>Rochester Outreach 10 Cold Spring Circle Rochester NH</p> <p>603-285-9461 Mailing Address: Bradley Commons 577 Central Ave. Suite 10, Dover NH</p>	<ul style="list-style-type: none">• Security Deposit Programs• Fuel Assistance• Electric Assistance• Food Pantry• Neighbor Helping Neighbor
<p>Farmington Outreach 527 Main Street Farmington</p> <p>603-460-4313 Mailing Address: Bradley Commons 577 Central Ave. Suite 10, Dover NH</p>	<ul style="list-style-type: none">• Security Deposit Programs• Fuel Assistance• Electric Assistance• Food Pantry• Neighbor Helping Neighbor

Head Start Centers

<p>Dover Bradley Commons 577 Central Avenue, Dover NH 03820</p> <p>603-435-2500</p>	<ul style="list-style-type: none"> • Head Start & Early Head Start • Child and Adult Care Food Program • At Risk After School • Home Visiting • Summer Meals • Referrals to other programs
<p>Farmington 120 Main Street, Farmington NH</p> <p>603-755-2883</p>	<ul style="list-style-type: none"> • Head Start & Early Head Start • Child and Adult Care Food Program • At Risk After School • Home Visiting • Child Care • Referral to other programs
<p>Milton 55 Industrial Drive, Milton NH</p> <p>603-652-0990</p>	<ul style="list-style-type: none"> • Head Start & Early Head Start • Child and Adult Care Food Program • At Risk After School • Home Visiting • Summer meals • Referrals to other programs
<p>Rochester 150 Wakefield Street, Rochester NH</p> <p>603-755-2883</p>	<ul style="list-style-type: none"> • Head Start & Early Head Start • Child and Adult Care Food Program • At Risk After School • Home visiting • Summer Meals • Referral to other programs
<p>Somersworth 46 Stackpole Road, Somersworth NH</p> <p>603-692-2435</p>	<ul style="list-style-type: none"> • Head Start • Child and Adult Care Food Program • At Risk After School • Referral to other programs

History of Community Action

In January 1964, President Johnson urged all Americans to join him in the “War on Poverty:”

“Unfortunately, many Americans live on the outskirts of hope - some because of their poverty and some because of their color, and all too many because of both,” Johnson declared in his speech. “Our task is to help replace their despair with opportunity. This administration today, here and now, declares unconditional war on poverty in America.”

“Poverty is a national problem, requiring improved national organization and support,” Johnson said. “But this attack, to be effective, must also be organized at the State and local level and must be supported and directed by State and local efforts. For the war against poverty will not be won here in Washington. It must be won in the field, in every private home, in every public office, from the courthouse to the White House.”

That August, he signed legislation creating the Economic Opportunity Act of 1964, which created Community Action, Job Corps and Volunteers in Service to America. That year also saw the creation of Head Start and the Food Stamp Act. Since then, more than 1,000 Community Action Agencies (CAAs) have been founded in the United States, serving more than 99% of counties. There are 5 CAAs in New Hampshire.

The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Community Action in Strafford County

Community Action Partnership of Strafford County is a 501(c)(3) private non-profit organization established in 1965. We work with community, state and federal partners to assist more than 10,000 people each year, and the majority of program participants have extremely low incomes (below 75% of the federal poverty threshold). Our mission is to assist these clients to become or remain financially and socially independent through a variety of coordinated programs addressing food, housing, education transportation, employment and job training, child care and utility assistance. CAP maintains its outreach capacity by operating offices in Dover, Farmington and Rochester and Head Start Centers in Dover, Farmington, Milton, Rochester and Somersworth. Additionally, we operate food pantries in Dover, Farmington and Rochester.

CAP of Strafford County has 130 employees and a \$9.2 million operating budget. We are funded by federal, state and local funds. The agency also receives United Way grants, foundation and charitable grant funds, fees for service, private business donations and donations from individuals.



Child & Family Services

HEAD START

Head Start is a national school readiness program that provides comprehensive education, health, nutrition, as well as parent and community involvement services to children from eligible families in Strafford County. Head Start serves high quality early education at our centers or in the home.

FAST FACTS

- ✓ Children ages 3-5 (don't have to be toilet trained)
- ✓ Part-day center and home-based options
- ✓ Highly qualified staff at all locations
- ✓ Nutritious meals provided
- ✓ Individualized curriculum and inclusive program
- ✓ School-year schedule
- ✓ Services to children with disabilities
- ✓ Enrolled children are eligible for **free or reduced meals**

Head Start (Center Based)

- High-quality early education 5 days a week
- Inclusive program for children with disabilities or developmental delays
- Nutritious breakfast and lunch provided
- Health screenings (including dental, vision, and hearing) and access to mental health and nutrition professionals
- Family support through home visits and access to a Family Advocate
- Parent involvement and volunteer opportunities
- Educational field trips & special events with transportation
- Extended day services **may** be available through our child care program at your location

Available in Dover, Farmington, Milton, Rochester & Somersworth

Head Start (Home Based)

- Brings ideas for activities for you and your child.
- Shows you how to use things in your home to teach your child.
- Plans and demonstrates activities for you.
- Assists you in finding what community resources are available for such things as nutrition, mental health, family planning, and special education services.
- Home Visitors visit their families each week for 90 minutes over the course of the Head Start school year (determined annually)

Available in Dover, Farmington, Milton, Rochester & Somersworth

REGISTRATION REQUIREMENTS

- Birth Certificate or other verification of Date of Birth
- Immunization records
- Verification of income (12 months)
- Children need to be 3 or 4 years of age by September 30th
- All registration forms and documents are available online at **www.straftfordcap.org**

To apply or for more information Contact a local Head Start Location or Call **(603) 652-0990** or Email **headstart@straftfordcap.org**

PROGRAM LOCATIONS

Dover

577 Central Ave.
603-435-2500

Somersworth

46 Stackpole Rd.
603-692-2435

Rochester

150 Wakefield St.
603-285-9461

Farmington

120 Main St.
603-755-2883

Milton

55 Industrial Dr.
603-652-0990

EARLY HEAD START

Early Head Start programs provide continuous, and comprehensive child development and family support services on a year-round basis to eligible families in **Dover, Farmington, Milton, Rochester and Somersworth.**

Early Head Start is a home-based program for families with children under the age of 3 and pregnant women. The program includes infant-toddler activities, comprehensive health care, nutrition, education, and social services for the children and their families.

Early Head Start is mandated by the federal government to serve the neediest families first. We give priority to families that have incomes below the federal poverty guidelines; those receiving Temporary Assistance to Needy Families or Social Security Insurance; are homeless or foster children.

FAST FACTS

- ✓ Center Based Program for parents working full- time or enrolled in school full-time
- ✓ Caring & nurturing environment for infants and toddlers
- ✓ Child development activities to promote all areas of development
- ✓ Diapers, wipes and formula provided for center based care
- ✓ Parent and Family education and support services, including referrals to other community resources
- ✓ Opportunities for parent involvement, field trips and weekly socialization
- ✓ Enrolled children are eligible for **free or reduced meals**

REGISTRATION REQUIREMENTS:

- ✓ For Pregnant women and children under 3
- ✓ Birth certificate or other verification of date of birth
- ✓ Immunization records
- ✓ Verification of income (12 months)
- ✓ There may be space for over-income families
- ✓ All registration forms and documents are available online at **www.straaffordcap.org**

Call **603-652-0990**

Email **headstart@straaffordcap.org**

For information or to learn how to apply

PROGRAM LOCATIONS

Dover

577 Central Ave.
603-435-2500

Somersworth

46 Stackpole Rd.
603-692-2435

Rochester

150 Wakefield St.
603-285-9461

Farmington

120 Main St.
603-755-2883

Milton

55 Industrial Dr.
603-652-0990



HOME VISITING

Our Home Visiting programs help families, by providing support and knowledge in a variety of areas from the comforts of your home. Each home visitor respectfully supports families in their roles as their child's first and best teacher, while teaching families how to assist their child/children to grow and learn in a healthy home environment.

Healthy Families America

As part of Home Visiting, Healthy Families America (HFA) provides weekly visits for pregnant women and new mothers. These visits are designed to promote positive parent-child interaction, child development skills, as well as referrals to other programs.

Home Visiting New Hampshire

Home Visiting New Hampshire (HVNH) is a program designed for first time mothers under age 21 who are prenatal. This program provides health and parenting support, assists in monitoring baby's development and attachment.

Family Wellness

Family Wellness is a home visiting program designated for families with any aged child, **from birth to age 21**. Family Wellness aims to bring positive parent-child interaction and education, health and parenting support, and referrals to other helpful community programs.



FAST FACTS

- ✓ Services provided by excellent well-trained staff
- ✓ No requirements, program eligibility is based off age of child
- ✓ Accepted Families through referrals & self-referral
- ✓ Child care services to eligible families through the Farmington Children's Center
- ✓ Prenatal/infant and child health education and information
- ✓ Increase positive parenting and co-parenting attitudes while setting realistic family rules
- ✓ Activities to help parents promote their child's education
- ✓ Referral to other helpful community resources

**Call 603-435-2500 x 8108
For more information**



FARMINGTON CHILDREN'S CENTER

The Farmington Children's Center (FCC), located at **120 Main Street, Farmington NH**, offers high-quality child care for children ages 6 weeks to kindergarten from 6:30 am – 5:30 pm. The center is open during the summer and school vacations, but it is closed on major holidays. We work hard to make sure childcare fees are affordable for your family and accept the State of New Hampshire Childcare Scholarship. We have a security system in place for your peace of mind. All children receive breakfast, lunch and snacks as part of the program.

FAST FACTS

- ✓ High quality part and full day child care
- ✓ For children ages 6 weeks to Kindergarten
- ✓ Licensed plus status program
- ✓ Nutritious meals included depending on program times

INFANT AND TODDLER PROGRAM

Farmington Children's Center follows the Early Head Start model for our infant and toddler program. Infants and toddlers spend their days engaged in developmentally appropriate activities with qualified teachers who plan the daily schedule to meet the needs of each individual child. With a low ratio of 1 teacher for every 4 children, each child is assigned a primary caregiver who attends to them throughout the day. The Center provides a safe environment where children are encouraged to explore and grow under the nurturing guidance of their classroom teachers. Children participate in developmentally appropriate play experiences that will help to foster their social, emotional, physical, and cognitive growth and development.

PRESCHOOL PROGRAM

Two Head Start classrooms operate at Farmington Children's Center. These classrooms operate from 8:30 am to 12:30 pm. Monday through Friday with before and after care available.

Our Preschool Programs provide a safe and exciting environment for young children to both learn and explore. Children are exposed to a wide variety of hands-on, developmentally appropriate materials and experiences that will help to foster their social, emotional, physical, and cognitive growth and development.

EMERGENCY CLOSURES

If due to weather or other unforeseen circumstances, the center must close we will post this information online at WMUR.com and on Channel 9 (WMUR) as well as the Community Action Partnership of Strafford County Facebook page www.facebook.com/capofstraffordcounty

REGISTRATION REQUIREMENTS

- For children 6 weeks until Kindergarten
- Birth Certificate or other verification of Date of Birth
- Immunization and Last Physical records
- Verification of income (12 months)
- \$25 Application Fee per child
- First and last week's tuition is due on child's first day
- All registration forms and documents are available online at www.straffordcap.org

Call 603-755-2883

To learn more about the center, current openings, rates or to schedule a tour

Food & Nutrition Services

SUMMER MEALS

The Summer Food Service Program (SFSP) ensures that children continue to receive nutritious meals when school is not in session; by providing free breakfast and lunch to children ages 0 to 18 (babies and toddlers included) at 20 sites throughout **Dover, Farmington, Rochester, and Somersworth.**

- Anyone ages 0-18, regardless of income, can come and receive a meal!
- No requirements or information needed, available to anyone at any of our locations

CHILD AND ADULT CARE FOOD PROGRAM

The Child and Adult Care Food Program (CACFP) provides aid to children ages 0-5 enrolled in our **Head Start, Early Head Start** and our **Farmington Child Care Center** programs to provide a variety of meals that are high in nutrients to promote health wellness and development, while considering cultural and ethnic preferences to broaden the child's food experience.

FAST FACTS

- Summer meals serves over 30,000 meals each summer
- Centers located in **Dover, Farmington, Milton, Rochester and Somersworth**
- Available during the School Year for Head Start and Early Head Start, all children in either program are categorically eligible for free meals
- Available year round for Farmington Child Care, and all students must complete an eligibility application as part of the process but it will not impact meals service

AT RISK AFTER SCHOOL

At Risk After School (ARAS) is a component of CACFP, that offers Federal Funding to Afterschool Programs to provide dinner and a snack. These meals are high in nutrients and help eliminate a child's food insecurity. ARAS is currently serving Idlehurst Elementary and Somersworth Middle School.

- Program is available throughout the school year
- Any child enrolled in our school programs is categorically eligible for free meals
- We averaged 4,000 snacks/dinners per month for the 2017-2018 school year!

TEMPORARY EMERGENCY FOOD ASSISTANCE

The Emergency Food Assistance Program (TEFAP) is a federal program that helps supplement the diets of low-income Americans, including the elderly, by providing emergency food assistance at no cost. A program of the United States Department of Agriculture (USDA), TEFAP provides bulk commodities of food to food pantries, homeless shelters, soup kitchens and non-profit charitable organizations throughout New Hampshire.

- Items available include but are not limited to staples such as spaghetti sauce, canned meats, canned vegetables and fruit, macaroni and fresh potatoes
- Strafford County Food Banks all participate in TEFAP. As well as more than 15 pantries, soup kitchens, homeless shelters and nursing homes, operated by other regional community agencies.
- Food distributors are done on a quarterly basis, with bonus distributions done when available
- This institution is an equal opportunity provider

GROW AN EXTRA ROW FOR OUR PANTRIES

Interested in donating extra produce from your garden to our food pantries? Call **603-460-4237** for more information

HOLIDAY FOOD BASKETS

Every year, CAP seeks food and financial donations to provide Thanksgiving and Christmas food baskets to those in need. We distributed nearly 550 baskets during the holidays. For information please call **603-435-2500 ext. 2339**

FOOD PANTRIES

CAPSC's Food Pantries provide short-term supplies of food to eligible families. There may be more programs in this guide to help provide more stable and long-term support.

Dover

Community Action Partnership of Strafford County
577 Central Avenue, Dover NH

603-435-2500

Monday – Friday
8:30 AM to 4:30 PM

Rochester

Rochester Community Center
10 Cold Spring Manor, Rochester NH

603-330-3468

Monday, Wednesday, Friday
8:30 AM to 4:30 PM

Farmington

Community Action Partnership of Strafford County
527 Main Street, Farmington NH

603-460-4313

Tuesday and Thursday
8:30 AM to 4:30 PM

Please visit one of our Outreach offices for more information & locations of other Food Pantries within Strafford County

Energy Services

ELECTRICAL ASSISTANCE

The Electric Assistance Program (EAP) gives eligible customers a discount on their monthly electric bills. The discount is from 8% to 76% depending on your gross household income and household size. This discount helps make electric bills more affordable and can help waive late fees and deposits while preventing service disconnects.

Applications run Year-Round!

These companies participate in the program:

- New Hampshire Electric Cooperative
- Eversource Energy
- Liberty Utilities
- Unitil

Benefits and participation are subject to availability of funds. Please feel free to contact our office to discuss any unusual circumstances so we can best assist you.

FAST FACTS

- Applications are taken by appointment through our Outreach Offices in **Dover, Farmington, and Rochester**
- Depending on the time of year, Households may be able to apply for Fuel Assistance in the same appointment
- The aggregated dollar amount Strafford County residents saved on their electric bills was more than \$1.3 million over the past year
- Households can also apply for fuel assistance at the same appointment, if eligible.

FUEL ASSISTANCE

The Fuel Assistance Program (FAP) is funded by the Low-Income Home Energy Assistance Program (LIHEAP) and pays for a portion of a participating customer's home heating costs. Payment is made directly to the heating fuel supplier or landlord if heat is included in the rent the amount of payment is based on the household size and income, energy costs, household type, and kind of heating fuel used.

Fuel Season runs from December 1st through April 30th

Applications run through July – April

FAST FACTS

- Applications are taken by appointment through our Outreach Offices in **Dover, Farmington, and Rochester**
- Households can also apply for and receive electrical assistance at the same appointment, if eligible
- Payments are made directly to the Heating Supplier
- Households with heat included in rent, which are not subsidized, may have portion of their rent paid directly to the landlord on their behalf.
- Benefits are calculated on several things, including household income, energy costs, and housing type.

On the next page is a checklist for *both* **Fuel and Electrical Assistance**. This is meant to help give an idea of what is going to be needed throughout the application process. We still highly encourage to call and make an appointment to get help walking through the Application process.

Required Document Checklist for

BOTH FUEL & ELECTRICAL ASSISTANCE

Please use this checklist to ensure all necessary documentation is included. Incomplete applications will not be eligible to receive a benefit and will be denied. Please keep in mind that not all circumstances can be addressed and that additional paperwork may be requested during the application process.

INCOME

Gross wages for all household members for the last 30 days prior to your application date. *Examples of required income:* Employment, Pensions, Retirement, Civil Service, Unemployment, Worker's Compensation

- 5 pay stubs if paid weekly
- 3 pay stubs if paid bi-weekly
- 2 pay stubs if paid monthly

CHILD SUPPORT PAID OUT OR RECEIVED

A child support form must be completed for households where both biological parents do not reside. If you pay out, provide proof of receipts within application income period.

STATE AND CITY ASSISTANCE

If you have received assistance from your local town welfare or Department of Health and Human Service (Food Stamps, TANF, APTD, OAA, FAP, NHEP, etc.) you will need a copy of the most recent decision letter.

PROOF OF RESIDENCY

Homeowners: will need to provide a copy of mortgage statement or property tax bill.

Renters: Your landlord will need to complete a Landlord/Tenant Verification Form

NO OR LOW INCOME

Anyone 16 years or older with no or low income, who is not in high school, must complete a No/Low Income Form. Assistance Form may be requested if help is received outside of the home.

SELF-EMPLOYED

Any household member that is self-employed is required to provide a copy of their signed current tax return along with the Schedule C and all supporting schedules

CURRENT TAX RETURN

All applicants must provide a copy of their complete IRS Tax Return. Any adult household members that did not file will need to complete IRS form 4506-T to confirm non-filing.

SOCIAL SECURITY CARDS & DATES OF BIRTH

For all household members, if applicable.

FUEL VENDOR/ACCUNT NUMBER AND USAGE

Vendor must be established before your application date. *If you have used the same fuel vendor for the past 12 month, please provide 12 months of fuel costs.*

ELECTRIC/FUEL BILL

Most recent electric and/or fuel bill

Contact Fuel & Electrical Assistance

Schedule an appointment online at
www.traffordcap.itfrontdesk.com

Call **603-435-2500**

Or visit one of our locations

Dover Office: 577 Central Avenue, Open Monday through Friday from 8:30 AM to 4:00 PM

Farmington Office: 527 Main Street, Open Tuesday and Thursday from 8:30 AM to 4:00 PM

Rochester Office: 10 Cold Spring Street, Open Monday, Wednesday, Friday from 8:30 AM to 4:00 PM

**EVENING APPOINTMENTS
AVAILABLE DURING FUEL SEASON**

WEATHERIZATION

Weatherization helps reduce dependency on fuel assistance by making homes more energy efficient.

For eligible clients, state-certified Weatherization specialists perform an energy audit on the client's residence. If approved, a trained work crew may make improvements that can include: installing insulation; installation of carbon monoxide and fire detectors; weather stripping and mechanical ventilation. Also included is Energy Star LED bulb conversions, refrigerator replacement and heating system upgrade.

All work is subject to the availability of funding. Priority is given to the elderly; disabled residents; households with children under the age of 6; households with high fuel use; and the number of years a household has been on fuel assistance. Weatherization measures are typically prioritized by cost effectiveness and health and safety standards.

For more information, please call
603-435-2500 ext. 2350

FAST FACTS

- Program is available to renters as well as homeowners
- Eligibility is determined by income with priority given to the elderly, the disabled, and families with children under 6 years of age
- Income eligibility is based on the **Fuel Assistance Program/Electrical Assistance Program** application
- Income guidelines **may** change during the current fuel season; if so, those who were denied earlier may qualify for benefits
- There is a wait list for this program so it is important clients check "YES" to Weatherization when completing their FAP/EAP application

HEATING REPAIR AND REPLACEMENT PROGRAM

The LIHEAP-funded Heating Repair and Replacement Program (HRRP) is designed to assist income eligible clients with emergency heating system repair or replacements. Heating systems which are defective or unsafe to operate, are repaired or replaced while funding is available.

FAST FACTS

- Money tends to go quickly as funds are extremely limited
- Requires an energy auditor to assess the heating equipment prior to ordering or making repairs
- Income guidelines may change during the current fuel season; if so, those who are denied earlier may qualify for benefits

NEIGHBOR HELPING NEIGHBOR

The Neighbor Helping Neighbor Program (NHNP) is designed to help utility (electric and natural gas) customers who experience some sort of emergency or financial hardship, and are unable to qualify for other government-funded energy assistance programs. Grants are designed to prevent these customers from having their utility services disconnected because they are unable to pay their bills.

FAST FACTS

- Applications are taken by appointment
- Call ahead to get a list of what information will be needed during the application appointment.
- Funds are available to renters as well as homeowners
- Households whose heat is included in the rent or have received a fuel benefit in past years may qualify

Call 603-435-2500 for more information or to schedule an appointment at one of our Outreach Offices

GIFT OF WARMTH

The Gift of Warmth fund is made up of donations raised through the Seacoast Media Group's Gift of Warmth Campaign, held each year starting on Thanksgiving. The funds are used to keep those individuals and families with low incomes in their homes with a focus on safety and warmth.

The Gift of Warmth serves as a tool alongside the town of residence resources and/or other community financial resources. It is utilized in conjunction with a one-on-one meeting with a CAPSC staff member who can help set in place a budget or make connections to other community services and programs so that the crisis will not repeat itself.

FAST FACTS

- Stories published in the Seacoast Media Group's publications provide insight to readers of the financial hardships faced by residents
- Program helps those individuals and families who have expanded their energy benefit or who have experienced financial hardship
- Program assists those individuals and families who present with situation(s) that threaten their ability to remain safely housed

Schedule an appointment online at
www.traffordcap.itfrontdesk.com
Call **603-435-2500**

Dover Office: 577 Central Avenue, Open Monday through Friday 8:30 AM to 4:00 PM

Farmington Office: 527 Main Street, Open Tuesday and Thursday 8:30 AM to 4:00 PM

Rochester Office: 10 Cold Spring Street, Open Monday, Wednesday, Friday 8:30 AM to 4:00 PM

Homeless Services

COORDINATED ENTRY

Coordinated Entry (CE) provides personalized guidance by our Case Managers for individuals and families at risk of homelessness or experiencing homelessness. Our Staff assess individual needs and situations, to properly refer individuals and families to the best suited programs & services that CAPSC and our partners provide including but not limited to emergency shelters.

For more information call **603-435-2448**
Call 211 for emergencies, holidays or after hours

HOMELESS OUTREACH

The Homeless Outreach and Intervention Program conducts outreach and intervention services to the unsheltered homeless throughout the county.

For more information call **603-534-0731**

You may also visit one of our Outreach Offices at one of the following locations:

Dover Office: 577 Central Avenue, Open Monday through Friday 8:30 AM to 4:00 PM

Farmington Office: 527 Main Street, Open Tuesday and Thursday 8:30 AM to 4:00 PM

Rochester Office: 10 Cold Spring Street, Open Monday, Wednesday, Friday 8:30 AM to 4:00 PM

Housing Services

STATE GRANT AND AID

The State Grant and Aid helps support Strafford county families with children, singles, elderly or disabled who may be at risk of losing housing. The State Grant and Aid assists with back rent, back utilities and housing application fees.

- Available once every year
- Cannot be on a subsidy or section 8

EMERGENCY SOLUTION GRANT

The Emergency Solution Grant (ESG) is for anyone that may be homeless, at risk of being homeless or losing housing. Aspects of this program include assistance with back rent, current rent, utilities up to allowable amount of the grant. ESG is an income eligible Homeless prevention and Rapid Re-housing program available to shelter participants from area homeless shelters.

Emergency Grant Solutions Rapid Re-housing

As part of the ESG, the Rapid Re-housing (RRH) program helps those in a sheltered or unsheltered environment obtain housing. Rapid Re-housing assists those with security deposits, first month of rent, moving costs, utilities, and assistance with rent for up to the first 9 months.

ELIGIBILITY REQUIREMENTS

- Eligibility based on income
- Clients can't be on a subsidy or Section 8
- Must have income to sustain the rental after 6 months

Homeless Prevention

Also, under the ESG, is the Homelessness Prevention Program (HPP). This Program provides a range of services that prevent and assist those who find themselves homeless or at risk of losing housing, to find shelter or secure housing. Services include short term-assistance to prevent eviction for those at risk of losing their housing, secure housing for those suddenly homeless, as well as information and referral services for individuals or families in need of emergency shelter

ELIGIBILITY REQUIREMENTS

- Depending on specific program, sufficient income may be required to maintain housing without subsidy after assistance ends
- Individuals must fit HUD's definition of homelessness or at-risk of homelessness
- Make an appointment or call the office to determine the program that best suits your situation and eligibility

For more information for Housing Services
Schedule an appointment online at
www.straffordcap.itfrontdesk.com
Call **603-435-2500**

Dover Office: 577 Central Avenue, Open Monday through Friday 8:30 AM to 4:00 PM

Farmington Office: 527 Main Street, Open Tuesday and Thursday 8:30 AM to 4:00 PM

Rochester Office: 10 Cold Spring Street, Open Monday, Wednesday, Friday 8:30 AM to 4:00 PM

SECURITY DEPOSIT PROGRAMS

The New Hampshire Security Deposit Loan Program is assistance in the form of a guarantee certificate to the landlord and a loan to the client, which must be paid back to CAPSC. This is NOT an emergency program, and can take between **5 and 10 business days** for a completed application, to be reviewed/approved. Applications are reviewed in the order they are received.

**All Forms are located at:
www.traffordcap.org under Housing Services**

Review this **checklist** to ensure you have all information, and documentation to complete application. Incomplete applications will not be reviewed.

CHECKLIST

- Completed Housing Security Deposit Guarantee Program Application
- Documentation of all household income for the last **30 days** (pay stubs, award letters, SS, SSI, SSDI, TANF, APTD, child support, food stamps, unemployment, self-employment, pensions, etc.)
- Completed Budget Worksheet. (Be as accurate as possible when completing the budget).
- Completed "Landlord Reference Form" provided by your current or any prior Landlord.
- Landlord Form completed by your prospective (new) Landlord, stating that they would be willing to work with the Program.

Schedule an appointment online at
www.traffordcap.itfrontdesk.com
Call **603-435-2500 ext. 8148**

Homeless Housing & Access Revolving Loan Fund

The Homeless Housing and Access Revolving Loan Fund (HHARLF) provides guarantees of rental security deposits and/or first month's rent to eligible persons. This program provides a guarantee to the landlord that, in the event of a default, will be reimbursed the amount of the security deposit. The client will be responsible to make monthly payments towards the security deposit and/or the first month's rent to the HHARLF provider and, when the deposit is paid in full, the security deposit will be transferred to the landlord. Call 603-435-2500 ext. 8148 for more information.

ELIGIBILITY REQUIREMENTS:

- Applicants must be homeless to be eligible to participate in the program
- Program applicants must have sufficient income to make monthly rent payments to maintain the housing
- The landlord must be willing to accept a guarantee certificate in lieu of any other security deposit
- Funds must be used solely to provide loans for the first month of rent and/or security deposit for homeless individuals and families
- This is a loan program. Participants are expected to make monthly payments to repay the loan

Housing Security Guarantee Program

The Housing Security Guarantee Program (HSGP) assists low-income individuals and families to obtain housing by issuing certificates of guarantees of security deposits to landlords. Call 603-435-2500 ext. 8148 for more information.

ELIGIBILITY REQUIREMENTS:

- Housing must meet local health & safety standards
- Applicant's income must be within HUD's guidelines
- Program applicants must have sufficient income to make monthly rent payments to maintain the housing
- The landlord must be willing to accept a guarantee certificate in lieu of any other security deposit

Optima Security Deposit Program

The Optima Security Deposit Program is for those that are **over income** for other security deposit programs. This program provides a payment of a portion of the security deposit to the landlord. The Tenant then makes payments to CAPSC until the total amount of guarantee is met.

ELIGIBILITY REQUIREMENTS:

- Tenants are making payments to CAPSC until full amount of security deposit is met
- Cannot have more than 1 loan open at a time or prior default on file

Talk to a **Security Deposit Coordinator** today to see which program will be most helpful to you!

Schedule an appointment online at
www.traffordcap.itfrontdesk.com
Call **603-435-2500**

Dover Office: 577 Central Avenue, Open Monday through Friday 8:30 AM to 4:00 PM

Farmington Office: 527 Main Street, Open Tuesday and Thursday 8:30 AM to 4:00 PM

Rochester Office: 10 Cold Spring Street, Open Monday, Wednesday, Friday 8:30 AM to 4:00 PM

Senior Services

SUPPORTIVE HOUSING FOR THE ELDERLY

Supportive Housing aims to help with housing for low-income senior citizens (**62 and older**). Funding from the U.S. Department of Housing and Urban Development's (HUD) has enabled CAPSC to partner with Dover Housing Authority to maintain affordable elderly housing at **Covered Bridge Manor**; located at 280 County Farm Road in Dover.

The low-income residents of these apartments pay 30% of their income for rent with the balance subsidized under HUD's Section 8 rental Assistance Program.

FAST FACTS

- Affordable HUD-subsidized housing
- Building is safe, secure and smoke-free
- 24/7 emergency/maintenance available
- Heat and utilities included in the rent
- Community rooms and laundry facility available for resident use
- Locations typically have waiting lists
- Applicant can place their name on the waiting list for any (and multiple) housing locations with Dover Housing

To apply or for more information
Call **Dover Housing Authority**
603-742-5804

SENIOR TRANSPORTATION

Our CAPSC bus provides door-to-door, demand response transportation to anyone who is **60 or older**. There is a suggested fare donation, of \$2 per roundtrip. We support our senior citizens by providing rides to grocery stores, shopping malls and discount shops.

The following is a sample of our Senior Transportation routes:

Tuesday morning: Dover and Somersworth to Dover stores

Tuesday afternoon: Dover to Dover stores

Wednesday morning: Gonic/Rochester/East Rochester to Rochester store

Wednesday afternoon: Dover to Dover store

Thursday morning: Barrington/Durham to Lee Plaza.

Thursday: Rochester/East Rochester to Rochester stores.

Friday morning: Farmington to Rochester stores.

Friday afternoon: Dover and Rochester alternate bi-weekly. Rochester to Dover or Newington area stores, and Dover to Newington area stores.

Call **603-817-8207** for more information and to schedule a ride

Please note that routes are subject to change

Employment Services

WORKFORCE DEVELOPMENT

Workforce Development helps displaced and economically disadvantaged workers get jobs and, if appropriate, provides training for in-demand occupations through NH Works offices around the state. Activities to assist the unemployed may be, help with resume writing, interviewing and assessment of previous abilities and skill levels to match the customer with an appropriate occupational goal.

Our Workforce Innovation & Opportunity Act employment counselors work with individuals who are 18 and older and meet program guidelines, and they may be able to provide you with: Individualized employment plans; vocational and career assessments; support services such as day care or transportation; skills and educational services; and On-the-job training.

Qualification Guidelines

There are 3 eligibility categories:

- Economically disadvantaged
- Laid off workers collecting unemployment;
- Laid off workers from companies that receive State Rapid Response Services.

Please call your nearest **Career Navigator** to make an appointment to learn if you're eligible for the program. We are an equal opportunity provider and employer.

In Strafford County, call the Somersworth office between
8:00 - 4:30 p.m.

603-742-3600

WORKFORCE INNOVATION & OPPORTUNITY ACT

Workforce Innovation and Opportunity Act (WIOA) is an employment and training program that operates as a partner in the NH Works American Job Centers statewide.

WIOA provides low-income adults and dislocated workers with individualized services including career assessments, support services, job search assistance, basic skills and educational services, Individual Training Accounts (to pay for occupational skills training), and On-the-Job Training (OJT). Career navigators work closely with individuals to provide support & assistance to achieve sustainable employment for in-demand occupations.

- Career Navigators provide in-depth career assessment, career counseling, work with people to develop an Individual Employment Plan, assist with interviewing techniques and resume preparation
- Job Clubs provide customers with networking opportunities and additional job search support
- Clients may be eligible for support services such as transportation or child care, paid On-the-Job Training (OJT) opportunities or for paid occupational skills training

The Strafford County NH Works office is located at
6 Marsh Brook Drive, Somersworth
603-742-3600

ELIGIBILITY FOR WIOA Adult Program:

- Must be 18+; be an NH Resident
- Registered for Selective Service (males only)
- Receive Public Assistance/Food Stamps; or
- Income from past 6 months falls under the poverty guideline for household size

ELIGIBILITY FOR WIOA Dislocated Worker Program:

- Must be 18+, be a NH resident or have been laid-off by a NH company,
- Must be registered for Selective Service (males only);
- Have been terminated, laid-off or received a notice of termination or lay-off,
- Be eligible for or have exhausted unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a state unemployment compensation law; and not be likely to return to previous industry/occupation.

For more information about WIOA please contact
The Strafford County NH Works office is located at
6 Marsh Brook Drive, Somersworth
603-742-3600

NEW HAMPSHIRE EMPLOYEMENT PROGRAM

The New Hampshire Employment Program (NHEP) provides supportive services to Temporary Assistance for Needy Families (TANF) recipients, to help them secure employment and achieve economic independence. CAPSC staff and the NH Department of Health and Human Services (DHHS) collaborated to provide case management and employment counseling services to NHEP clients.

FAST FACTS

- NHEP offices are in the 11 DHHS district offices throughout the state of New Hampshire
- Provides financial support for employment & training services through **WPS, OJT** and **WEP**
- Employment Counselor Specialists (ECS) serve as case managers for NHEP clients and work with participants to create an employment plan
- Participants are expected to join in approved work activities 20-30 hours per week
- NHEP work activities include: Job preparation classes, HiSET/GED-High School Equivalency test preparation, life skills training, on-the-job or vocational skills training, work placements in the community, workplace knowledge and career experience, and job search assistance

Contact a NH Employment Program Counselor located in the Strafford County DHHS office.

Rochester District Office & NH Employment Program

**150 Wakefield Street, Suite 22
(603) 332-9120; (800) 862-5300**

WORK PLACE SUCCESS

The Workplace Success Program (WPS) is a part of the New Hampshire Employment Program, and prepares participants to enter the workforce by providing them with a comprehensive set of workforce development services. Starting with a rigorous vocational assessment process leading to a personal career plan. Once job goals are identified, participants typically engage in Job Readiness and Job Search workshops to better prepare for the workforce. These workshops focus on improving abilities to complete job applications, cover letters and resumes, interviewing skills, thank you notes and follow ups, as well as appropriate dress, time management, portfolio development, financial literacy, and balancing work and family. **Call 603-285-9464** ext. 8137 for help or more information about Work Place Success.

Work Experience Program

Within Work Place Success (WPS) is the Work Experience Program (WEP) which offers unpaid work experience opportunities to individuals who are receiving financial assistance from the State. WEP assignments typically run for 16 weeks, but can be extended. WEP participants develop work experience, training, knowledge and work habits needed for a successful transition to paid employment.

- Eligible clients must be receiving TANF benefits
- Participation is by referral only from the New Hampshire Employment Program (NHEP)

On the Job Training

The On-the-Job-Training Program (OJT) is an employer incentive program offered through the NH Employment Program (NHEP). OJT Program Specialists assist participants with finding a career path that is suited for their individual needs and develop On-The-Job Training contracts with employers to train and hire WPS participants in demand occupation. These contracts can provide up to \$3,500 per employee in training reimbursements for employers.



**Mailing Address:
577 Central
Avenue
Suite 10
Dover, NH 03820**

603-435-2500

straffordcap.org