



*Helping People.  
Changing Lives.*

*Annual 2017 Report*







# Leadership Letter

By *Betsey Andrews Parker, MPH, Chief Executive Officer*  
& *Carrie DiGeorge, Board Chair*

***“Alone we can do so little; together we can do so much.”***

*~ Helen Keller*



**Betsey Andrews Parker, MPH,**  
*Chief Executive Officer*



**Carrie DiGeorge,**  
*Board Chair*

At **Community Action Partnership of Stafford 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.

You are essential to that future. Within the pages of this year’s annual report, you will learn more about the partnerships that made this past year a success. From our donors and funders to our corporate sponsors to our downtown Dover neighbors, we are grateful for each and every one of you. As we look ahead, 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.



# Bank of New Hampshire

## Strengthening the Community

*Bank of New Hampshire's* mission includes “supporting and enhancing the communities where we live and work.” So, when **CAPSC** was looking for a sponsor for their *Summer Meals Program*, *Bank of New Hampshire* gladly stepped forward.

*The Summer Meals Program* provides meals for children up to 18 years of age when they no longer have access to free and reduced-price meals at school. With a food insecurity rate of 11.2%, and approximately 4,000 children without enough to eat in Strafford County, families rely upon this program to ensure their children have the nutrition they need to flourish.

And the bank's generosity didn't stop there. *Bank of New Hampshire* also supported **CAPSC's** program expansion in Dover by purchasing New Hampshire Community Development Finance Authority tax credits. Additionally, every year the bank hosts a *Feeding New Hampshire Food Drive*, and their Dover office donates the collected items and monetary donations to **CAPSC**.



For a bank whose employees average nearly 10,000 volunteer hours to a variety of organizations throughout New Hampshire, helping **CAPSC** was a natural fit.

*“Bank of New Hampshire understands that by supporting programs such as Summer Meals, it strengthens the future of our youth and makes the communities we serve a better place,”* said Paul Falvey of *Bank of New Hampshire*. **CAPSC** is overwhelmingly grateful for their support.

## CAPSC Goes Viral!

Move over Jimmy Fallon; there's a new lip sync sensation. In October, **CAPSC** posted a video on Facebook to promote our *4th Annual Lip Sync Battle* fundraiser. It featured Betsey Andrews Parker, **CAPSC** CEO, dancing through downtown Dover and lip-syncing the energetic tune, “Jump.” It was something



<http://tinyurl.com/CAPSC-Jump>

**CAPSC** had done in the past to promote the event. Except this time, instead of the normal few thousand views, something extraordinary happened—the video went viral!

Posted on October 23, the video spread quickly. *Spike TV's Lip Sync Battle* even shared it on their *Facebook* page, giving the video a national audience. By November, it had received over **8.5 million views**, over **100K shares**, and an incredible **57K comments** (all positive). And those numbers keep growing.

The video more than accomplished its goal to increase awareness of the *4th Annual Lip Sync Battle*. In fact, soon after the video went viral, many local businesses joined as sponsors and ticket sales spiked. But more than that, it gained an unbelievable amount of exposure for **CAPSC** and the work we do to reduce poverty in Strafford County. Congrats to Betsey and the staff who helped create it, as well as community members who participated in it.



# Community Action in Strafford County

## *Improving the Quality of Life of Our Neighbors*

Finding a pathway out of poverty is not easy. That's why Congress passed the Economic Opportunity Act of 1964, which authorized the formation of local Community Action Agencies like **CAPSC**. Since 1965, we've helped thousands of Strafford County residents to meet basic needs like food, shelter, childcare, employment, and more. We are an innovative organization making positive change and improving the quality of life for our most vulnerable neighbors—at-risk children, working families, the elderly, and those living in poverty.

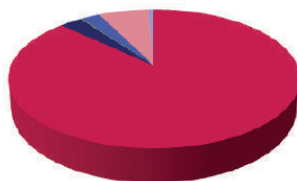
Together with our many local, state, and federal partners, and all of our sponsors and donors, **CAPSC** continues the tradition of helping people become strong, financially stable, and productive members of society through programs that provide a "hand up" in challenging times.

## *Revenues Go Directly to Those We Serve*

One of the reasons our efforts have been so successful is that more than 90% of revenue collected by **CAPSC** goes directly back to the community—with less than 10% spent on administration. Statistically, this is phenomenal for a charitable organization.

## *Revenue for Year Ended December 31, 2017*

■ Grant Revenue: \$7,531,691	■ Other Revenue: \$3,091
■ Fees for Service: \$258,396	Total Revenue \$8,664,569
■ Rent Revenue: \$11,718	
■ Public Support: \$216,229	
■ In-kind Donations: \$577,850	
■ Interest: \$1,312	
■ Fundraising: \$64,282	



## 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*

## *Expenses for Year Ended December 31, 2017*

■ Child Services: \$3,812,180	■ Management: \$732,223
■ Community Services: \$606,156	■ Fundraising: \$64,919
■ Energy Assistance: \$2,135,921	Total Expenses \$8,152,742
■ Housing: \$374,836	
■ Weatherization: \$247,856	
■ Workforce Development: \$178,651	



# CAPSC by the Numbers

We couldn't be more proud of the impact our services have made on the quality of life of our neighbors. In **2016-2017**, **10,560 households** in Strafford County benefited from summer meals and after-school meals for children; senior transportation; employment services; fuel and electrical assistance and home weatherization; homeless outreach and prevention; emergency food; and early childhood education, home visits, and childcare.

## Services by Town:

Town	Clients Served	Value of Services
Barrington	362	\$277,660
Dover	3,281	\$2,519,752
Durham	415	\$35,857
Farmington	1,008	\$1,362,702
Lee	102	\$59,915
Madbury	28	\$17,969
Middleton	108	\$65,086
Milton	359	\$478,343
New Durham	107	\$105,930
Rochester	3,868	\$3,547,553
Rollinsford	69	\$79,954
Somersworth	819	\$1,350,098
Strafford	34	\$16,790
County-Wide	N/A	\$186,330
<b>TOTAL</b>	<b>10,560</b>	<b>\$10,103,939</b>



## 10,560

households CAPSC served

## \$10 MILLION

in goods and services provided to households in Strafford County

---

### 22,871

free summer meals

### 32,650

after-school meals to children

---

Safe, accessible transportation to

### 3,721

seniors

Employment services to

### 103

individuals

---

Emergency food to

### 1,971

households

Weatherized

### 55

homes at a value of \$302,395

---

### 5,540

households received utility assistance (fuel and electrical assistance)

Provided

### \$264,718

in donated/commodity food

---

### 600

children and their families received access to early childhood education and family support through Head Start, Early Head Start, and Home Visiting programs

---

Homeless outreach to

### 157

individuals & families

Homeless prevention services to

### 135

individuals & families



## New CAPSC Facility Coming in 2018

### *Helping More of Those in Need*

Our new *Innovation Service Center* is scheduled to open its doors in 2018 in downtown Dover. It will include a new *Head Start* and *Early Head Start* wing with innovative, evidence-based classrooms; an expanded *Family Resource Center* where families can receive peer support and parent education; a *Child Movement Center* to foster gross motor skills and provide space for play; an ample food pantry; and a larger and better-equipped kitchen to facilitate the expansion of nutrition programs such as *Summer Meals* and *After-School Meals* that reduce hunger in our communities.

With the capacity to serve nearly 10,000 more children, working families, seniors, and other members of the community, the Center will be a visible and accessible resource for those in need.

## In-Kind Donors

7th Settlement Brewery  
Barn Z's  
Bayside Distributing, Inc.  
Blue Latitudes  
CAP Belknap-Merrimack  
Cinco de Mayo Bar & Grill  
Beth Clarke  
Club Finz  
Country Tire & Service Center  
Crossroads House  
Dover Honda  
Bill Dube Inc.  
Duston's Market & Bakery  
Edward Jones – Eliot Lazenby

Edward Jones – Nick Pellman  
Ember Wood Fired Grill  
Garrison City Beerworks  
Halen Gori  
Granite United Way  
Hannaford Supermarkets - Dover  
Heartwood Media  
Hope for Lobster  
Darryl Legassie  
Lindt & Sprungli  
Magrilla's  
Debbie McDaniel  
Mill Falls at the Lake

Nippo Lake Golf Club  
Our Daily Bread  
Parish of the Assumption  
Philbrick's Ski, Board & Bike  
Portsmouth Chevrolet  
Portsmouth Christian Academy  
Postal Food Drive (Farmington)  
Postal Food Drive (Milton)  
Wolfe, Will, and Drew Ramsay  
Ross Furniture  
Gabriella L. Roussos  
Marie and Dennis Slozak

## 2017 Corporate Sponsors

**CAPSC** could not help as many residents as we do without the help of our corporate sponsors.

*Healthy Family Sponsor*



*Summer Meals Sponsor*



*Gold Sponsor*



*Holiday Food Basket Sponsor*



*Premier Sponsor*



*Expanded Housing Guarantee Program Underwriter*



*Premier Sponsor*



*CAPSC Program Sponsor*



*Gold Sponsor*



*Premier Sponsor*



**Business Solutions**  
*Business Simplified*

*Senior Transportation Sponsor*





# 2017 Donors

Donor lists include gifts received between January 1, 2017 and October 31, 2017. If your name has been listed incorrectly or omitted in error, please contact *Kristen Welch* *CFRE*, Director of Advancement, at [kwelch@straffordcap.org](mailto:kwelch@straffordcap.org).

Anonymous (4)  
Tracy and David Abbott  
Alkistis  
American Legion Aux Unit 8  
American Retina Research Foundation  
John Andrews  
Sharon and John Andrews  
Ann D. Schultz  
Revocable Trust  
Annunciation Greek Orthodox Church Outreach Committee  
Applebee's - Dover  
Elizabeth and Leo Arel  
Colene and Robert Arnold  
Libby Arnold  
Rick Aubin  
Brett Austin  
Bank of America Charitable Foundation  
Bank of New Hampshire  
Donna A. Bassett  
Christine Bevilard  
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Alan Brown  
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Linda and Paul Butler  
CGI Business Solutions  
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Sophia M. Faskianos and Stephen A. Capus  
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Ryan Clouthier  
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Ebbe and David Divins  
Vickie Donahue  
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Dover Public Administrators Association  
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Adam Jodoin  
Johnny and Joyce Schablik Charitable Fund of the New Hampshire Charitable Foundation  
Barbara and Harry Kageleiry  
Frances and James Kageleiry  
Susan and Douglas Kemp  
Kennebunk Savings



We gratefully acknowledge the support received 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	

Douglas R. Knight  
Karen Krause  
Michelle and Roland LaRose  
Law Office of Hope M. Flynn, PLLC  
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The Lesniak Home Team - Melissa Lesniak  
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Nate Swanson  
Sally Tappan  
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Carolyn Williams  
Scott Wood  
Woodman Park Third Grade Teachers  
Heather Wright  
Yankee Thermal Imaging, Inc.  
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[www.StraffordCAP.org](http://www.StraffordCAP.org)

# Childcare Training Program

## Helping Those Who Care for Our Children

In 2016-2017, **Community Action Partnership of Strafford County (CAPSC)** served over 600 children in its childcare programs, including *Head Start*, *Early Head Start*, the *Child Care Partnership*, and *Home Visiting*.

With significant experience in providing childcare services, **CAPSC** is acutely aware of the challenges inherent in recruiting and retaining qualified childcare workers. That's why in 2016, **CAPSC** applied for and received funding from the *New Hampshire Community Development Finance Authority* to pilot a workforce training program for low and moderate income childcare workers in Strafford County.

*"The childcare industry not only accounts for hundreds of thousands of jobs in the Granite State,"* said Lauren Berman, Director of Program Operations for **CAPSC**, *"but also allows working families to remain in the workforce and remain self-sufficient and financially secure, which is central to our mission."*

This pilot project, which is currently enrolling participants, provides educational resources for workers currently employed in the childcare industry to upgrade their skills, increase wages, and obtain the certifications required by State and federal licensing entities. By making these resources more readily available and offering improved opportunities to childcare workers, **CAPSC** will increase retention, attract and train childcare workers, allow for upward mobility within the industry, and provide a higher level of quality childcare.

