

Guide to Programs and Services



Helping People. Changing Lives.

A Letter from Leadership

By Betsey Andrews Parker, MPH, CEO

At Community Action Partnership of Strafford County, 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.

This guide is just one aspect of the work we do here at CAPSC. The programs are always expanding and we encourage you to 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 reduce barriers to help clients improve their economic stability and well-being through education, advocacy, and partnerships.

Our Vision: To eliminate poverty.

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Outreach Offices

<p>Dover Bradley Commons 577 Central Ave. Suite 10, Dover NH 03820 603-435-2500</p> <p>Mailing Address: Bradley Commons 577 Central Ave. Suite 10, Dover NH 03820</p>	<ul style="list-style-type: none">● Housing Services● Homeless Services● Fuel Assistance● Electric Assistance● Food Pantry● Weatherization● Neighbor Helping Neighbor
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Head Start Centers

<p>Dover Bradley Commons 577 Central Avenue, Dover NH 03820 03820 603-435-2500</p>	<ul style="list-style-type: none"> ● Head Start & Early Head Start ● Child and Adult Care Food Program ● Home Visiting ● Referrals to other programs
<p>Farmington 120 Main Street, Farmington NH 03835 603-755-2883</p>	<ul style="list-style-type: none"> ● Head Start & Early Head Start ● Child and Adult Care Food Program ● Child Care ● Referral to other programs
<p>Rochester 150 Wakefield Street, Rochester NH 03839 603-285-9461</p>	<ul style="list-style-type: none"> ● Head Start & Early Head Start ● Child and Adult Care Food Program ● Summer Meals ● Referral to other programs
<p>Somersworth 46 Stackpole Road, Somersworth NH 03878 603-817-5458</p>	<ul style="list-style-type: none"> ● Head Start ● Child and Adult Care Food Program ● 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 15,000 people each year, with the majority of the program participants having extremely low incomes (below 75% of the federal poverty threshold).

Our mission is to reduce barriers to help clients improve their economic stability and well-being through education, advocacy, and partnerships. CAPSC is able to serve clients through a variety of coordinated programs addressing food, housing, childcare, and utility assistance. CAPSC maintains its outreach capacity by operating offices in Dover, and Head Start Centers in Dover, Farmington, Rochester, and Somersworth. Additionally, we operate a food pantry in Dover and a mobile food pantry in Rochester.

CAP of Strafford County has nearly 150 employees and a \$20 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 provides high quality early education at our centers.

- 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 meals

Head Start

- 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, 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

To apply or for more information, contact a local Head Start location or call **(603) 285-0990** or email: **headstart@straffordcap.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

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, and Rochester.**

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.

We give priority to families that have incomes below the federal poverty guidelines; those receiving Temporary Assistance to Needy Families or Social Security Insurance; those who are homeless or foster children.

Early Head Start offers:

- Caring and nurturing environment for infants and toddlers
- Child development activities to promote all areas of development
- Diapers, wipes, and formula provided for 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**

REGISTRATION REQUIREMENTS

Birth Certificate or other verification of Date of Birth
Immunization records
Verification of income (12 months)
For pregnant women and children under 3

PROGRAM LOCATIONS

Dover

577 Central Ave.
603-435-2500

Rochester

150 Wakefield St.
603-285-9461

Farmington

120 Main St.
603-755-2883

For information or to learn how to apply,
Call **603-652-0990**
Email **headstart@straffordcap.org**



FAMILY RESOURCE CENTER

Our Family Resource Center 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.

Comprehensive Family Support Services

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

Kinship Navigation Program

Rooted within NH's Family Resource Centers, the Kinship Navigation Program links grandparents and other relative caregivers, both inside and outside of the formal child welfare system, to the services and supports specific to their family's needs. Kinship Navigators provide emotional support, education and guidance to relative caregivers, and offer information, referral, and follow-up services to promote independence and enhance the well-being of the families they serve.

Family Resource Centers

Family Resource Centers are community-based programs that provide a variety of services to children and families, including parent education, information and referrals, grandparent support groups, mentoring, educational support, cultural and arts events, and other services.

Locations:

Rochester: James Foley Community Center
150 Wakefield St.

Rochester: 10 Cold Springs Manor

Dover: Bradley Commons
577 Central Ave

FAST FACTS

- Services provided by excellent well-trained staff
- No requirements, program eligibility is based off age of child
- Offers prenatal/infant and child health education and information
- Increases 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, on our Family
Resource Center Programs.

CHILDCARE CENTERS

The Farmington Children's Center (FCC), located at **120 Main Street, Farmington NH**, Dover Children's Center (DCC), **43 Back River Road, Dover NH**, offers high-quality child care for children ages 6 weeks to 5 years from 7:00 am – 5:30 pm. The center is open year-round but closed on major holidays. We prioritize childcare fees, working towards affordable childcare for all children and families. Both centers are approved sites for Childcare Scholarship reimbursement, through the State of New Hampshire. 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 5 years
- Licensed plus status program
- Nutritious meals included depending on program times

CURRICULUM PROGRAMING

Children in our child care programs spend their days engaged with a wide variety of hands-on, developmentally appropriate materials and experiences. Our qualified teachers plan a daily curriculum that is intended to foster a child's social, emotional, physical, and cognitive growth and development. Our classrooms provide a safe environment, where children are encouraged to explore and grow, under the nurturing guidance of their classroom teachers.

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 .

To learn more about the center, current openings,
rates or to schedule a tour,
Call **603-755-2883 (FCC)** or **603-742-7637 (DCC)**



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 40 sites throughout **Dover, Farmington, Milton, Rochester, Somersworth, and Wakefield.**

- 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 and Dover 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.

- Summer meals serves over 40,000 meals each summer
- Sites located in **Dover, Farmington, Milton, Wakefield, 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 and Dover 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, Somersworth Middle School, Rochester Middle School, and Farmington Recreation Center.

- 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 2020-2021 school year!

THE EMERGENCY FOOD ASSISTANCE PROGRAM

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 **603-435-2500** 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 900 baskets during the holidays. For information, please call **603-435-2500 ext. 2305**

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

Community Action Partnership of Strafford County
10 Cold Spring Manor, Rochester NH

Tuesday

12:00 PM to 2:00 PM

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



Energy Services

ELECTRIC 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
- 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** or **by phone, mail, DocuSign, or in person. Common forms are printable and on our website**
- The aggregated dollar amount Strafford County residents saved on their electric bills was more than \$1.3 million over the past year

FUEL ASSISTANCE

The Fuel Assistance Program (FAP) is funded by the Low-Income Home Energy Assistance Program (LIHEAP) and assists paying for costs 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

- ✓ Applications are taken by appointment through our Outreach Office in **Dover** or **by phone, mail, or DocuSign. Common forms are printable and, on our website**
- ✓ Can also apply for and receive electric 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 assistance by having 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 Electric Assistance**. This is meant to help give an idea of what is going to be needed throughout the application process. More information may be requested. If you think you need help, please call to make an appointment at **603-435-2500**.

Required Document Checklist for **BOTH FUEL & ELECTRIC ASSISTANCE:**

Please use this checklist to ensure all necessary documentation is included. If your application is incomplete, it may result in a 10-business day completion time. If the application is not received, it 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 the 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 if it is first time applying.

Renters: Your landlord will need to complete a Landlord/Tenant Verification Form only if the landlord is included.

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 they have never applied before. If they do not have it, taxes can be used instead.

FUEL VENDOR/ACCOUNT NUMBER AND USAGE

Vendors must be established before you apply. *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

**Please call for further details and clarification about the application process,
603-435-2500**

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

- 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

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.

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

- FAP and EAP are 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/Electric 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

Households whose heat is included in the rent or have received a fuel benefit in past years may qualify

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

Homeless Services

HOMELESS OUTREACH

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

DROP-IN CENTER

The Drop-In Center is located at 577 Central Avenue, Dover NH. The Drop-In Center provides a safe, welcoming place for unhoused individuals to connect to supportive services and access care. The Drop-In Center is open from 9:30 AM to 4:30 PM, Monday through Friday.

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

You may also visit our Outreach Office at the following location:

Dover Office: 577 Central Avenue, Open Monday through Friday 9:30 AM to 4:30 PM



Housing Services

Rapid Re-housing

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

Homeless Prevention

The Homelessness Prevention Program (HPP) 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 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.traffordcap.itfrontdesk.com

Call 603-435-2500

Dover Office: 577 Central Avenue, Open Monday through Friday 8:30 AM to 4:30 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 residents of Strafford County, age 60 or older. There is a suggested donation of \$2 per round-trip ride. 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. Please note that routes could be subject to change:

Monday: There are no bus routes on Mondays.

Tuesday morning: Dover area residents to Dover stores (Hanaford, Shaw's Market Basket, Wal-Mart, Target)

Tuesday afternoon: Dover area residents to Dover stores (Hanaford, Shaw's Market Basket, Wal-Mart, Target)

Wednesday morning: Gonic/Rochester/East Rochester area residents to Rochester stores (Lilac Mall, Market Basket, Wal-Mart)

Wednesday afternoon: Dover area residents to Dover stores (Hanaford, Shaw's Market Basket, Wal-Mart, Target)

Thursday morning: Barrington/Durham area residents to Lee Market Basket shopping center

Thursday: Rochester/East Rochester to Rochester stores (Lilac Mall, Wal-Mart, Market Basket)

Friday morning: Farmington area residents (and portions of Rochester) to Rochester stores (Lilac Mall and Market Basket)

Friday afternoon: Rochester and Dover area residents alternate bi-weekly for trips to Newington area stores (Wal-Mart, Fox Run Mall, Kohl's, Christmas Tree Shop, Shaw's, and Market Basket)

To schedule a ride, please call [TripLink at 603-834-6010](tel:603-834-6010),

the business day before you would like to ride.

Call **603-834-6010** for more information and to schedule
a ride

Please note that routes are subject to change



