



Helping people. Changing lives.

2019 | *Annual Report*



Betsey Andrews Parker
Chief Executive Officer



Becky Sherburne
Board Chair

Dear Friends,

Reflecting on 2019, I am once again overcome with pride in our team, the amazing programs and services we offer that make a lasting impact on thousands of people's lives, and the tremendous support we receive from the community.

In 2019 year, we added two additional sites for summer meals, added a summer and afterschool care program in Farmington, and increased our weatherized units by 200%. This is on top of the fuel, early childhood, homeless and housing programs.

The community support was on full display on October 16th when CAPSC supporters, staff and friends came together to celebrate at our new Innovation Center on Central Avenue in Dover at our Gratitude Celebration. This was our way to give thanks for the leadership support of the early donors to the Open Doors Campaign, which aims to raise \$2 million to support the new center. It was a wonderful way to celebrate with our guests.

During this special evening, generous donors were recognized, and a beautiful new donor wall was unveiled in the center's lobby. Event attendees also heard from Alan Brown from Kennebunk Savings Bank – the campaign's most generous donor to date. Alan talked about Kennebunk's long partnership with CAPSC, the Bank's support for the life changing work that CAPSC does in the community and how it aligns with their values of supporting organizations that work to make their communities a better place to live.

Campaign co-chairs, Marion Cheney and Gregg Dowty also shared inspiring words about why they give of their time and treasure how this campaign will change the lives of so many children, families and the elderly living in Stafford County. They shared the exciting news that CAPSC has already raised \$1.1 million toward their goal and asked everyone to get involved and support the organization to help CAPSC reach the \$2 million mark.

As we get ready to launch the public phase of the Open Doors Campaign in December 2019, I cannot thank our supporters, community partners, and team enough for another great year. I look forward to the growth and opportunities ahead of us in 2020.



Gregg Dowty
Campaign Co-Chair



Marion Cheney
Campaign Co-Chair

**THE OPEN DOORS
CAMPAIGN STEERING
COMMITTEE**

- Dr. Gregg Dowty, *Co-Chair*
- Marion Cheney, *Co-Chair*
- Thomas Levasseur
- David Terlemezian
- Kristen Welch

PROGRAM IMPACT: YOUR SUPPORT MAKES A DIFFERENCE

Getting a solid start in life is critical to children's future success. No one knows that better than Susan Wydra, CAPSC's Early Head Start Supervisor. Susan has been helping Strafford County families in need open doors to a brighter future since joining the Head Start program in 1993.

Early Head Start (EHS) serves pre-natal moms and children through age three with the goal of helping families develop the social emotional and parenting skills they need to help them thrive. Susan shares, "Early Head Start families face significant challenges. They live at 100% of the poverty level and many have experienced serious trauma, including substance use disorder, mental health issues and domestic violence. But despite these challenges, our EHS families, like all parents, want what is best for their kids."

“People should support the Open Doors Campaign because our programs work. They make a difference for so many children and families.”

With CAPSC's acquisition and move to their new centralized Innovation Service Center at Bradley Commons, which is being funded by the Open Doors Campaign, EHS is better able to help families access the many services they need to be successful - all in one place. In our new Family Resource Center, families can come together with their children and take advantage of parenting classes for themselves.

Using a trauma informed approach aimed at building an understanding of the effects of trauma on all members of the family, Susan and her team of dedicated program staff work tirelessly to build relationships with both parents and children to ensure that kids are meeting their developmental milestones and will be ready for school. They support healthy parent/child bonding by encouraging parents to talk with, sing and read to their babies to promote language development.

The work is challenging with a growing number of families impacted by Substance Use Disorder (SUD) – increasing from 17% just 4 years ago to 65% today. The EHS staff works hard to coordinate services as parents enter recovery. To meet this need, CAPSC's Head Start staff makes home visits to 102 families each week, including residents of Hope on Haven Hill and Abi's Place in Rochester, to provide support, guidance and counseling that helps parents advocate for themselves and their children.



Susan Wydra
Early Head Start
Supervisor

Susan shares, "one example of how our program helps families break the cycle of poverty, can be seen in the story of a mom we worked with from Hope on Haven Hill. First, she got into recovery which allowed her to go out and get her own apartment. After that, she began working in a recovery field and married her child's father. Then she bought her own home and car and is now having a second child. This success would not have been possible with the guidance and support she received from Early Head Start."

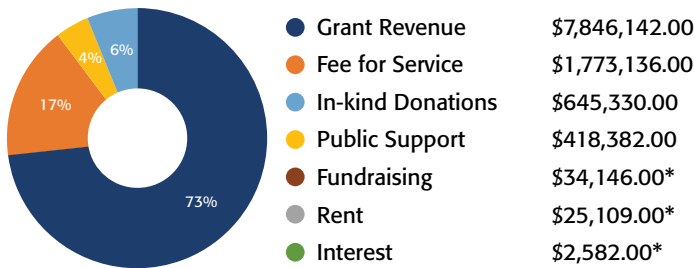
She continues, "people should support the Open Doors Campaign because our programs work. They make a long-term difference for so many children and families. Having all of CAPSC's programs and services under one roof, makes it easier for us to provide wrap-around services that support the whole family. While other programs come and go, our evidence-based programs have been helping people for over 50 years. We help change generations of families for the better. The children I had when I started at CAPSC are now grown and have their own children and are living productive lives. It's enormously gratifying to see that impact."



THE YEAR IN REVIEW

REVENUE

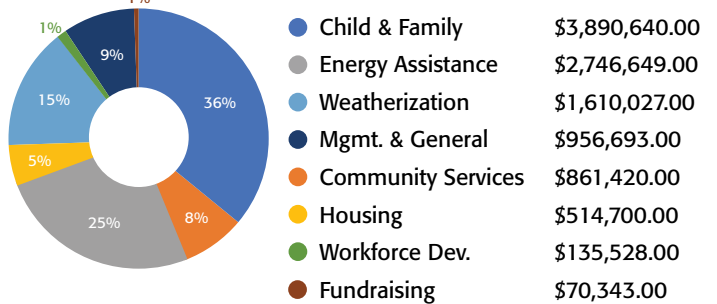
FISCAL YEAR; JANUARY 1 - DECEMBER 31, 2018



* Less than 1%

EXPENSES


FISCAL YEAR; JANUARY 1 - DECEMBER 31, 2018



CAPSC BY THE NUMBERS

CAPSC is the sole provider in Stafford County, to offer 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	268	\$220,149
Dover	2,649	\$3,532,608
Durham	249	\$57,095
Farmington	861	\$1,859,596
Lee	111	\$107,195
Madbury	19	\$18,576
Middleton	107	\$83,469
Milton	346	\$527,633
New Durham	94	\$88,891
Rochester	3,678	\$4,872,851
Rollinsford	53	\$73,632
Somersworth	759	\$1,632,187
Stafford	85	\$92,722
TOTAL:	11,071	\$13,452,777



CAPSC served **11,071** households **\$13.5 MILLION** in goods & services provided to Stafford County households

30,347 FREE Summer Meals for children ages 0-18

747 holiday food baskets distributed between Thanksgiving & Christmas (up 40%)

33,645 After-school snacks & meals to children

Safe, accessible transportation to **2,446** seniors

Employment services to **105** individuals

248,983 pounds of food distributed to Stafford County food pantries in 2019 (up 32%)

Weatherized **343** homes (up 525% since 2017) at a value of \$2,162,185

5,422 households received fuel & electrical assistance at a value of \$3.8 million

Provided **\$274,108** in donated/commodity food

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

25 Summer Meals volunteers contributed **789** hours of time

Provided homeless prevention & outreach services to **1,923** individuals & families

CORPORATE & PROGRAM SPONSORS

PREMIER SPONSORS



PROGRAM SPONSORS



GOLD SPONSORS

Relyco, Inc.
Leone, McDonnell & Roberts, P.A.
First Seacoast Bank



First Parish Church
Hannaford

IN-KIND DONORS

Anonymous (32)
2 Home Cooks
Abigail Pagan-Allis
Adelle's Coffeehouse
Andy Downs
Avitar Associates
Ball in the House & Mixtape
Bayside Distributing, Inc.
Betsy Haley
Blue Latitudes
Boy Scouts - Pack 188
Cardinal & Gliddon Co.
Chapel + Main
Darryl Legassie
Don Chick - Chick Photography
Dunkin' Donuts - Lee
Eastern Propane
Edward Jones
End 68 Hours of Hunger -
Farmington Chapter
Fat Dog Kitchen
Federal Cigar

First City Cars and Trucks
Flight Coffee Co. Cafe
Girard Nielsen
Golf & Ski Warehouse
Hair Daze
Helen J. Brock
Henry F. Greig
Home Depot - Rochester
Joanne Shomphe
Joe LeBlanc
Joseph Covert
Kathy M. Lijoi
Leone, McDonnell &
Roberts, PA
Lincoln Financial Group
Little Lebanon - Quick to Go
Lydia's House Of Faith
Maple Suites Retirement
Community
Market Basket
Market Square Jewelers, Inc.
Melissa Lesniak

Middleton Elementary School
Milton Boy Scouts
Milton Elementary School
New Moon Coffee Roasters
Next Phase Medical
NH1 - 98.7 FRANK FM
NH Foster and Adoptive Parent
Association
NH Rental Property Owners
Association
NH Rental Property Owners
Association
Nippo Lake Golf Club
Parish of the Assumption
Pike Industries, Inc.
Portland Glass
Rochester Fire Department
Roost Restaurant
Ross Furniture
Seacoast Charter School
Soggy Po' Boys
Spring Hill at Dover

St Thomas Aquinas High School
Straight Forward Wealth
Management
Subcom
Sunset Settlement Company LLC
Teresa E. Heath
The Farmers Kitchen
The Nook
The Olde Craft Bakery
The Works Cafe
Thirsty Moose Taphouse
Two Guys Smoke Shop
United Way of the Greater
Seacoast
US Foods
Wentworth Douglass Hospital
Wentworth Greenhouses &
Garden Center
WHEB - Lend A Helping Can
WTSN - Caring and Sharing

CAPSC NAMED LARGE NON-PROFIT OF THE YEAR

We were honored to be named the 2019 Large Non-Profit of the Year by the Greater Dover Chamber of Commerce.



MUNICIPAL SUPPORT

We gratefully acknowledge the support we receive from the municipalities we serve.

City of Dover	Town of Durham	Town of New Durham
City of Rochester	Town of Lee	Town of Rollinsford
City of Somersworth	Town of Madbury	Town of Strafford
Town of Barrington	Town of Middleton	
Town of Deerfield	Town of Milton	

SOGGY PO' BOYS: STUART DIAS

Fat Tuesday comes around once a year, but the funky sounds of New Orleans creep onto the streets of Dover, New Hampshire from Sonny's Tavern every Tuesday, when the Soggy Po Boys take the stage. The funky, jazzy, soul- and blues-inspired with a Caribbean flair, that is the Po' Boys' sound, is what guitarist, Stu Dias describes as "New Orleans music." The band is comprised of seven musicians who play strings, horns, brass, piano, drums and the upright bass. They are: Eric Klaxton (Clarinet/Sop. Sax), Zach Lange (Trumpet), Nick Mainella (Tenor Sax), Mike Effenberger (Piano), Brett Gallo (Drums), Scott Kiefner (Bass) and finally, Dias (Vocals/Guitar)

While the band is heavily inspired by New Orleans, they are all local to Dover and proud of it. "Many local bands will map themselves to the largest city nearby like Boston or even Portsmouth. We don't. We are proud to say we are from Dover. This is our community."

Dias isn't originally from Dover, however. He moved to the United States from Mumbai, India in 2001 when he was 14 years old. He went to high school in Connecticut before moving to New Hampshire for college. He fell in love with it and has been here ever since.

Music came to Dias a little later, too. He sings and plays the guitar and was introduced to music in his teens through his church where he started playing gospel music. He also found inspiration from the Beatles. But when he first heard New Orleans music, he found his passion. It was love at first sound.

As their website states, the Soggy Po' Boys was founded on a snowy Fat Tuesday in 2012 and the band has been



From left to right: Stu Dias, Zach Lange, Eric Klaxton, Brett Gallo, Mike Effenberger, Nick Mainella, Scott Kiefner

playing together ever since. But what makes the Po' Boys so special, in addition to their talent and unique sound, is their desire to, and belief in, giving back to their community.

For the past five Decembers, the band has turned one of their Tuesday night gigs at Sonny's into a food drive and fundraiser for CAPSC. "We knew we wanted to give back. This is our home and we're excited to be a part of this community. We felt we had enough people who care within our network, that we could really do some good," says Stu. "We wanted to partner with an organization who was active in the community and who would appreciate it. CAPSC was the perfect partner."

“ We knew we wanted to give back. This is our home and we're excited to be a part of this community.”

Donations collected through the Soggy Po' Boys December fundraisers help stock the shelves at CAPSC's Dover food pantry. The agency also operates food pantries in Rochester and Farmington and distributes nearly 750 holiday meal baskets to local families thanks to the support received from community fundraisers like this.

Dias is no stranger to giving back. Together with a friend, he used to cook meals at a local homeless shelter every Sunday. "It was a powerful experience," Stu remembers. "No one should go hungry." That inspiration stuck with him and he found a way to combine his love of music, his performance schedule and giving back to the community.

And while Dias admits that they are asked to perform at fundraisers often, the band believes strongly in what he calls "faceless giving" meaning they are doing it because it's the right thing to do, not for the accolades or PR. Stu explains, "We live here and we care about the people that live here. It's one of the only things we do from the inside out – not just when asked." He continues, "We believe in giving back and want to do it. We aren't doing it for the recognition. Taking care of your neighbors is the right thing to do."

The Soggy Po' Boys December Show, Food Drive and Fundraiser is a fun, funky event that supports CAPSC, raises awareness of the prevalence of food insecurity within our own community, and most importantly, feeds individuals and families who might otherwise go hungry.

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CAPSC is extraordinarily grateful to Stu and the Soggy Po' Boys for the generosity they have shown our agency, the community and the people and families who rely on CAPSC's food pantry. While the band is not motivated by any recognition they may receive, the impact their efforts make on people's lives within our community, cannot be overstated.

The Soggy Po' Boys newest album, All In Favor was released on October 25, 2019. It is their first album of not all original material and features a range of New Orleans music that inspires them daily. For more information about the Soggy Po' boys, visit Sonny's Tavern on a Tuesday night or check out their website at soggypoboy.com.

2019 DONORS

Anonymous (6)	Donna Adams	James Brannen	Peggy A. Vagts
2 Home Cooks	Dorothea D. Hooper	James Brewer	Peter & Wendy Rayno
Adam Schoenbucher	Douglas R. Knight	Jane C. Griffin	Petros Lazos
Adelle's Coffeehouse	Dover Public Administrators Association	Jane Cooper Fall Revocable Trust of 1996	Pike Industries, Inc.
Alecia Magnifico	Dunkin' Donuts - Lee	Jane's Trust	Polychronis Financial
Alice Matheny	Duponts Service Center	Janet Wyman	Prisco C. DiPrizio
Amy R. Goldstein	Eastern Propane	Jean Miccolo	Profile Bank
Andrew Fitzgerald	Edward Jones	Jill Gallant	RCC Construction
Andrew and Cheryl Ewart	Egg Clearinghouse, Inc.	Joanne Shomphe	Relyco Sales Inc.
Andy Downs	End 68 Hours of Hungar - Farmington Chapter	Joe LeBlanc	Richard & Nancy Weik
Anne Ross	Envoy Mortgage	John and Sharon Andrews	Richard Bonyman
Anne Vallette	Eric Decker	John E. Swenson	Robert Berry
Arickey Bounds Properties, LLC	Eric P. Cournoyer	John Polychronis	Robert J. Mazur
Audrey Amidon	Ethan Schoenbucher	Joseph and Catherine Covert	Robert Naeger and Ellen Prang
Avitar Associates	Fat Dog Kitchen	Joseph Dupuis	Robert Towle Pallet Co.
Bank of New Hampshire	Federal Cigar	Joyce Ciancarelli	Ron Richard
Barbara Spear	Fidelity Charitable - Liberty Mutual Charitable Gift Fund	June Hibbs	Roost Restaurant
Bayside Distributing, Inc.	Fidelity Charitable Donor-Advised Fund	Kathleen and Gef Crompton	Ross Furniture
Bellamy & Watson Fields Assisted Living	Fielding's Oil & Propane Co., Inc.	Kathy Lijoi	Rotary Club of Dover
Betsey Andrews Parker & Kelly Parker	First City Auto	Katie Buote	Rotary Club of Durham Great Bay
Bishop's Charitable Assistance Fund, Inc.	First City Cars and Trucks	Keith Holt	Rotary Club of Rochester
Blue Latitudes	First Parish Church	Kelly A. Daynard	RPOA - Rental Property Owners Association
Boy Scouts - Pack 188	First Seacoast Bank	Kennebunk Savings Bank	Sally Fontneau
Brian E. Bjorkman	Flight Coffee Co. Cafe	Kenneth Chu	Samuel P. Hunt Foundation
Brian Hoffman	Garrison Women's Health Center	Kevin and Suzanne Gorham	Sandra Stacey
Bruce H. Connick	Gary and Beth Munson	Lachapelle & Higgins Insurance, Inc.	Sarah Varney
Burns, Bryant, Cox, Rockefeller & Durkin	Gerald E. Hanscom	Laura K. Davie	Scott Chabot
C. Boyen Thompson	Gina Denuzzio	Lend a Helping Can	Scott Christom
Cardinal & Gliddon Co.	Girard Nielsen	Leone, McDonnell & Roberts, P.A.	Seacoast Charter School
Carl Starr	Give With Liberty	Liberty Mutual Group	Seacoast Newspapers Community
Carol and Dana Rivers	Golf & Ski Warehouse	Lincoln Financial Group	Sean Bradley
Carol and Tim Foley	Granite United Way	Lisa Morin	Shackford Family Trust Charitable Giving Fund
Carol Lavigne	Greg Krise	Little Lebanon - Quick to Go	Share Our Strength
Carolyn Hudson	Hair Daze	Longchamps Electric	Sharla Rollins
Celeste F. Dietterle	Hannaaford - Dover Central	Lydia's House Of Faith	Sharon A. Zacharias
CGI Business Solutions	Hannaaford - Dover Fields	M. Chantal Upton	Sharon Reed-Erickson
Chapel + Main	Hannaaford - Durham	Major Robert and Angelita Burgess	Shawn McKinney
Chris Hooper	Hannaaford Bags for My Cause	Maple Suites Retirement Community	Shellie A. Lemelin
City Shoes, LLC	Harry & Marion Cheney	Margaret Casey	Sheral Beers-Burgess
Connexus Credit Union	Helen J. Brock	Market Basket	Sheri Wright
Cornerstone VNA	Helene Higgins	Market Square Jewelers, Inc.	Shirley Glanz
Cynthia Imbro	Henry F. Greig	Mary Beth Rudolph	Soggy Po' Boys
Darryl Legassie	Holy Rosary Credit Union	Matthew & Sarah Haberkorn	Sonja Westhassel
David and Maureen Staples	Home Depot - Rochester	Matthew Cashman	Spring Hill at Dover
David Hamilton	Hoover & Flynn, PLLC	Matthew Lahr and Deb Harrigan	St. Thomas Aquinas High School
David Terlemezian	Hope and Kevin Flynn	Melissa Lesniak	Steven and Susan Maimes
DF Richard	Hunter Holt	Middleton Building Supply, LLC & DiPrizio Pine Sales	Straight Forward Wealth Management
Diane Bessey	ICI Services Federal Government	Middleton Elementary School	Sunset Settlement Company LLC
Dinah Berch	Irene C. Couture	Milton Elementary School	Susan and Douglas Kemp
Dolores Beers	James and Elizabeth Pivarunas	Minschwanner Family Trust	Suzanne C. Sinclair
Don Chick		Abigail Pagan-Allis	Tasker Funeral Home, LLC
Donald W. Smart		Mutual of America Life Insurance Company	Techfabrik Fund of the New Hampshire Charitable Foundation
		Nancy Brown	Teresa E. Heath
		Nancy Linder	The Farmers Kitchen
		Nancy Little	The Nook
		Network for Good	The Olde Craft Bakery
		New Hampshire Charitable Foundation	The Works Cafe
		New Hampshire Children's Health Foundation	Theresa Jarvis
		New Moon Coffee Roasters	Theresa M. Giles
		Next Phase Medical	Thomas F. Levasseur
		NH Community Loan Fund	Thomas W. Haas Fund of the New Hampshire Charitable Foundation
		NH Foster and Adoptive Parent Association	Thristy Moose Taphouse
		NH Rental Property Owners Association	Tiffany Melanson
		NNC - Engineering, LLC	Timothy J. McFaden, Jr.
		Northeast Credit Union	Todd Berman
		Northway Bank	Two Guys Smoke Shop
		Oscar Boreth	United Way of Massachusetts Bay and Merrimack Valley
		Pam Lessard	US Foods
		Pamela J. Bishop	Valerie A. Dyer
		Parish of the Assumption	Wentworth Greenhouses & Garden Center
		Partners Bank	Wentworth-Douglass Hospital
		Patricia Martel	WTSN Broadcasting
		Patrick and Karen Duffy	
		Paul and Martha Cox and Family	

SAYING GOODBYE TO A FRIEND: DOUG SURINA

In April 2019, CAPSC lost a member of our family, Doug Surina, following a courageous battle with cancer. Doug was the Finance Director for CAPSC. He joined CAPSC on November 17, 2010, Betsey's birthday. Doug liked to remind her that he was a birthday gift to her with his finance skills.



Doug truly was a gift. In his time with CAPSC, he transitioned our finance system, automated billing and mileage, oversaw our yearly audits, monitored our grants, and helped us usher in periods of financial growth for the agency.

But it wasn't just his skills with numbers that was a gift. Doug was a true believer in the mission of CAPSC. His door was always open to staff and volunteers. He took the extra time to explain how things worked to our team to instill confidence. He was always asking how we could make things better for employees, for clients and for the agency. He always seeking to leverage our program dollars to expand our services and help more people. He loved children and believed in giving all kids a strong educational foundation. As such, Doug could often be found in a Head Start classroom, reading to kids or having lunch and talking with them. Doug claimed to not be "touchy feely," that he was "just the numbers person," but you could not find someone with a bigger heart than him.

Doug leaves a big hole in the hearts of many. Even after time has passed, we are still finding little reminders of him: a note in a file, a warm diet coke, or the light in the finance file room turning on when no one is there. We know Doug is looking out for us and we will miss him.

JULIE BROWN: FORMER CAPSC BOARD MEMBER AND LONG-TIME SUPPORTER

The community lost a long-time champion of Community Action and children when former NH State Representative Julie Brown passed away unexpectedly in October 2019. Julie was a champion for children and nutrition. While on the board, she made sure that no one went without and that our programs were reaching the most vulnerable. Together with former treasurer, Paula Kenney, they were quite a pair and made a lasting impact on the future of the agency. We appreciate all that Julie did for the community and for CAPSC.



CAPSC LEADERSHIP TEAM

Betsey Andrews Parker, MPH
Chief Executive Officer

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*Administrative Services
Director*

Lauren Berman
*Director of Program
Operations*

Kathleen Crompton
Director of Strategic Initiatives

Elena Engle
*Director of Child and Family
Services*

Stephanie Eno
Finance Director

Sarah Varney
Director of Advancement

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