



TOWN OF EXETER, NEW HAMPSHIRE  
HUMAN SERVICES  
FY 2025

Organization's Name: Rockingham Community Action/SNHS Year Founded: 1966

Address: 4 Cutts Street, Portsmouth, NH 03801

Executive Director/ Board Chair: Donnalee Lozeau/Lou D'Allesandro Tax ID Number: 02-0268285

Applicant Contact: Katie Dunfey, Innovation and Strategy Director Email: katie@snhs.org

Address: 40 Pine Street, Manchester, NH 03108 Phone: (603) 668-8010 ext. 6022

**Organization's Mission Statement and Statement of Grant Purpose (e.g. This grant will be used...):**

Our mission is to extinguish the root causes of poverty within our community at the source rather than only treating the symptoms, stopping the cycle at the start for sustained success. We accomplish this by:

- Providing activities designed to assist low-income participants, including the elderly, in securing and retaining meaningful employment, attaining an adequate education, and making better use of available income
- Meeting urgent and immediate individual and family needs, including health, nutrition, housing and employment-related assistance
- Addressing the problems and barriers which block the achievement of self-sufficiency

Funds are requested for the general operating expenses of RCA's five Resource Centers. RCA takes a generalist approach to addressing issues relating to poverty, but few large funding sources address the full range of problems experienced by many of our clients. We count on funding from all towns in Rockingham County to support us in taking the time to investigate and address the root issues which have caused the presenting crisis.

**Brief Detailed description of how the money will be specifically utilized for Exeter residents:**

These funds will be used to support Exeter residents who present at one of our Resource Centers in need of services beyond the scope of what existing agency funds are able to provide. Oftentimes individuals and families are presented with a one-time crisis that, with assistance, can be overcome and they are able to stay on track. These funds will be used to address these types of crisis situations.

% of overall services that goes to Exeter residents: 5.1%

# of Exeter residents served: 1,158

List all geographic area(s) served by organization: All 37 towns in Rockingham County

Total Municipal Contributions in 2024: \$189,858

*Town Manager's Office*

**JUL 30 2024**

*Received*

List each town that contributes and the amount received:

Auburn	\$4,471
Brentwood	\$5,647
Candia	\$6,807
Chester	\$3,712
Danville	\$6,757
Deerfield	\$5,300
Derry	\$7,500
Epping	\$11,300
Exeter	\$10,000
Fremont	\$6,612
Hampstead	\$6,800
Hampton	\$25,000
Hampton Falls	\$2,800
Kensington	\$1,500
Kingston	\$6,600
New Castle	\$250
Newington	\$744
Newton	\$5,000
Northwood	\$9,228
Nottingham	\$5,500
Plaistow	\$10,612
Portsmouth	\$21,500
Raymond	\$3,415
Salem	\$5,000
Sandown	\$5,463
South Hampton	\$1,300
Stratham	\$4,500
Windham	\$6,540
<b>TOTAL</b>	<b>\$189,858</b>

Organization's total projected budget for FY 2025: \$46,262,663

**Amount Requested:** \$ 10,000

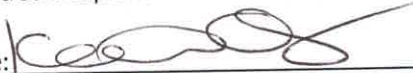
**Additional Information Required:**

Please supply the following items for a complete application to be considered:

1. Provide a narrative, not to exceed two pages in size 12 font
  - a) Organization's overview
  - b) Program changes and/ or highlights from the past year
  
2. FY24 funded organizations must submit a brief summary of how those funds were used to support Exeter residents
  - a) If your organization is requesting an increase in funding for FY25, submit justification of increased need
  
3. Complete financial statements
  - a) Operating budget
  - b) Balance sheet

I certify to the best of my knowledge that the information in this proposal reflects accurate data concerning need and estimates of planned/delivered services. The proposal was considered and approved for submission by the agency Board of Directors on 7/26/24 (date).

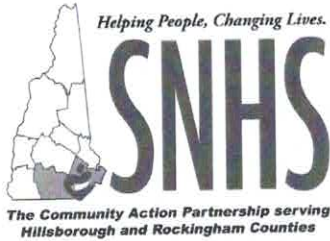
By signing this application, the undersigned offers and agrees, if the proposal is accepted, to furnish items or services that is quoted. This agreement is subject to final negotiation and acceptance by the Select Board and the Budget Review Committee and subsequent contract award.

Director's (or Designee) Signature: 

Date: 7/26/24

Submit no later than July 31, 2024:

Town of Exeter  
Town Manager  
10 Front Street  
Exeter, NH 03833



**SOUTHERN NEW HAMPSHIRE SERVICES**  
The Community Action Partnership serving Hillsborough and Rockingham Counties

**Portsmouth Community Action Resource Center**  
4 Cutts Street, Unit 1A, Portsmouth, NH 03801  
Telephone: (603) 431-2911 Fax: (603) 431-2916  
www.SNHS.org

**Executive Director**  
Donnalee Lozeau, CCAP

**Deputy Director**  
Ryan Clouthier

**Chief Fiscal Officer**  
James Chaisson

**Community Action  
Resource Centers in  
Hillsborough County:**

**Manchester (03103)**  
160 Silver Street  
Tel: (603) 647-4470

**Nashua (03060)**  
134 Allids Street  
Tel: (603) 889-3440

**Hillsborough (03244)**  
4 Church Street  
Tel: (603) 464-5835

**Milford (03055)**  
1 Columbus Avenue  
Tel: (603) 924-2243

**Peterborough (03458)**  
9 Vose Farm Road, Suite 115  
Tel: (603) 924-2243

**Community Action  
Resource Centers in  
Rockingham County:**

**Derry (03038)**  
9 Crystal Avenue, Suite 1  
Tel: (603) 965-3029

**Portsmouth (03801)**  
4 Cutts Street  
Tel: (603) 431-2911

**Raymond (03077)**  
55 Prescott Road  
Tel: (603) 895-2303

**Salem (03079)**  
85 Stiles Road, Suite 103  
Tel: (603) 893-9172

**Seabrook (03874)**  
146 Lafayette Road  
Tel: (603) 474-3507

July 26, 2024

Pam McElroy, Human Services Administrator  
Town of Exeter  
10 Front Street  
Exeter, NH 03833

Dear Pam:

Please accept this letter as part of our formal Town Funding application requesting from the Town of Exeter \$10,000 to Rockingham Community Action to be a part of the Town's FY2025 Budget. This appropriation, combined with support from other Rockingham County towns and cities, enables RCA to continue providing families throughout the County with a wide range of services to meet their most essential needs. Exeter's funds help us fulfill our mission of supporting low-income individuals and families with direct services, preventing families from falling into poverty and/or homelessness, and assisting at-risk families in finding long-term solutions to their economic needs.

Thank you so much. We're all looking forward to how we can best meet the needs of the Town of Exeter, and of Exeter's low-income residents.

Sincerely,

Katie Dunfey  
Innovation and Strategy Director



*Rockingham Community Action  
Outline of Programs and Services*

In addition to serving as an important entry point for RCA and other social services, RCA's Resource Centers provide a number of direct services to low-income households:

1) Fuel/Electric Assistance Programs: RCA staff screen and enroll households in federal Low Income Heating & Energy Assistance Program (LIHEAP), aka 'Fuel Assistance,' and state Electric Assistance programs.

2) Crisis Services: RCA staff provide emergency grants, often working in cooperation with municipal welfare, for households facing eviction, foreclosure and/or utility terminations.

3) Food Pantries: RCA staff assist households who are critically low on food with donated and purchased perishable, non-perishable, meat and dairy food items. We work cooperatively with other small community pantries to assure the widest availability of these resources. We also receive, from organizations and individuals, many cash donations which are used to fill in gaps as they arise in our food stocks or to purchase food 'gift cards' for area grocery stores. We stock personal care and cleaning items and attempt to maintain a supply of diapers and related supplies for children and adults at our sites.

4) Financial Capability: RCA employs dedicated staff who are responsible for providing free tax preparation geared at the Earned Income Tax Credit (EITC)-eligible tax payer. We offer our Your Money In Action (YMIA) financial stability program, which includes financial coaching, credit repair, financial crisis interventions, workshops and access to partner financial services. We also work at filling the void in financial stability programming when a need presents itself, for example, working with town assistance offices to help fill out Property Tax Relief forms.

5) Women, Infants, and Children Nutrition Program (WIC): RCA staff provides nutritious food packages and personalized nutrition guidance to pregnant women, new mothers, infants, and preschool children.

6) Workforce Development programming offers skill building and case management to unemployed/under-employed as well as making connections to businesses for possible permanent employment.

7) Coordinated Entry: RCA staff assist homeless individuals and families with identifying shelter needs, arranging emergency transportation to shelters, and arranging alternative shelter.

7) NH DP-8 Low & Income Homeowners Property Tax Relief applications: RCA staff contact eligible County resident homeowners and assist in the completion of this application to receive a State property tax refund check.

*Rockingham Community Action  
Funding Request 2024*

In order to provide the wide range of services that we do, RCA depends upon a number of funding sources. Federal LIHEAP (Low Income Heating & Energy Assistance Program) and FEMA (Federal Emergency Management Agency) funds are used to provide annual fuel assistance grants and emergency assistance services. RCA also solicits and receives grants from a variety of sources (among these the United Way, small foundations and unsolicited private donations) for programming not attached to Federal funding, such as financial capability and food pantry programs. While providing significant direct assistance to recipients, the administrative allowances included in the Federal and state funded programs are insufficient to support the staff and facility costs necessary to administer the programs. The strength of RCA's presence in the local

communities is that we address the wider needs that clients present when coming in to apply for these narrowly-defined, highly-regulated and means-tested Federal and State programs. RCA takes a generalist approach to addressing poverty issues in Rockingham County because nobody who comes to us for help has only one problem. The reality of this approach is, that few large funding sources pay for the face to face interactions and relationship building it takes to fully and adequately address the multitude of problems being experienced by many of our clients. We count on funding from all municipalities in Rockingham County to support us in taking the time to investigate and address the root issues which have caused the presenting crisis.

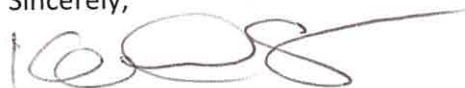
Each year RCA generates a Program Statistical Report (PSR) which lists all the services we provide to County residents, also breaking out these numbers by municipality, and the total value of each service. Over time the PSR has been the most effective way to demonstrate to our funders and the public the range of service we provide. The PSR for the period of October 1, 2022 through September 30, 2023 is included with this Funding Request. And of course, we are always happy to provide more specific information about any program referenced on the PSR.

RCA is proud of our long-standing relationship with Rockingham County's municipal welfare administrators, and our positive impact on municipal general assistance budgets through the services and supports we provide. NH RSA 165 requires each municipality in the State is to 'relieve and maintain' any individual who is found to be 'poor and unable to support himself (sic)'. This is a very broad mandate, and often can lead to a long-term period of expense for NH municipalities as they provide for indigent residents' needs. One way municipalities can control these costs is by adopting clearly defined Welfare Guidelines establishing limits on assistance through legally enforceable requirements place upon Welfare recipients.

The availability of the supports and services offered by RCA helps municipalities maintain the integrity of their Guidelines and reduce general assistance costs as they partner with us in meeting the immediate financial needs of their indigent residents. Classic examples of these situations would be a household facing termination of electric service and owing several months of electric bills, or a household which has run dry of fuel oil but cannot get a delivery until past bills are paid.

I thank you again for your ongoing support of our work, and I look forward to answering any questions you may have regarding this request. I will be happy to meet with you or any decision-making body regarding Rockingham Community Action and our programs.

Sincerely,



Katie Dunfey  
Rockingham Community Action/SNHS  
(603) 668-8010 ext. 6022  
katie@snhs.org



<b>Rockingham Community Action Program Statistics 10/1/22 - 9/30/23</b>	<b>Exeter Households Served</b>	<b>Direct Grant or Value of Exeter Households' Benefit</b>	<b>All Rockingham County Households Served</b>	<b>Direct Grant or Value of Rockingham County Households' Benefit</b>
Child & Adult Care Food Program	0	\$0	8	\$99,979
Childcare Aware of NH	1	\$3,584	50	\$179,185
Commodity Surplus Food Program	4	\$1,174	208	\$61,065
Electrical Assistance Program	55	\$25,143	4,671	\$2,194,241
Emergency Energy Programs	66	\$22,968	946	\$398,115
Emergency Rental Program	131	\$868,808	2,269	\$21,852,566
Food Pantry	39	\$8,775	5944	\$451,813
Fuel Assistance	367	\$395,217	4,447	\$4,785,103
Head Start	2	\$44,276	60	\$1,328,275
Gift of Warmth/General Crisis	5	\$2,948	150	\$128,311
Neighbor Helping Neighbor	0	\$0	129	\$53,563
SEAS/Senior Crisis	1	\$270	25	\$6,491
Summer Food Service (total meals served*)	0	\$0	2,354	\$10,667
Weatherization/ Conservation Programs	25	\$205,521	234	\$2,045,962
WIC Nutrition Program	58	\$25,014	1,414	\$609,830
<b>TOTALS</b>	<b>754</b>	<b>\$1,603,698</b>	<b>22,909</b>	<b>\$34,205,165</b>

Note: Food Pantry numbers reflect # of people in HH

SOUTHERN NEW HAMPSHIRE SERVICES  
OPERATIONS FORECAST

Attachment D for application #s 14 and 15

27-Jun-24  
5:35 PM

8/1/22 - 7/31/24

	<u>FY 2022</u>	<u>FY 2023</u>	<u>FY 2024 Est</u>
Grants & Local Funding	131,735,079	110,665,844	41,067,879
Gifts	375,231	286,973	393,529
Rental Income	1,248,788	1,134,229	918,619
Debt Forgiveness		440,000	-
Sale of Property		495,109	-
In-Kind	992,197	1,406,827	2,132,636
Other Programs & MiscMiscellaneous	1,303,166	1,559,744	1,750,000
<b>TOTAL REVENUE</b>	<u>135,654,461</u>	<u>115,988,726</u>	<u>46,262,663</u>
Administrative Salaries	1,258,823	1,329,230	1,367,778
Consultant & part-time Prof. Salaries	5,258,191	5,100,472	6,250,000
Misc. Salaries - Non-Admin Salaries:	12,693,150	12,504,086	13,365,564
Employee Health & Retirement Benefits	4,574,514	4,599,167	4,263,151
Payroll Taxes	1,046,948	1,032,269	1,213,703
Supplies	841,859	880,031	498,998
Building Maintenance Supplies	270,977	288,137	225,000
Postage	75,687	70,956	57,032
Telephone	319,632	355,157	318,676
Occupancy	2,317,279	2,357,999	2,173,761
Advertising	18,974	17,423	36,632
Transportation Expense	236,106	300,903	293,918
Conference Expenses	58,701	65,989	90,023
Professional Assoc. Membership fees, etc.	10,000	10,000	10,000
Subscriptions & Publications	3,298	2,024	21,418
Capital Exp. - Direct Client Assistance:	103,590,203	81,131,200	12,424,474
Misc. Expense – In-Kind:	992,197	2,016,070	2,162,636
Categories unique - Program Support:	345,245	237,102	373,936
Amortization; Interest/Depreciation:	727,004	770,636	665,963
<b>Total:</b>	<u>134,638,788</u>	<u>113,068,851</u>	<u>45,812,663</u>
	1,015,673	2,919,875	450,000



SOUTHERN NEW HAMPSHIRE SERVICES  
OPERATIONS FORECAST

Attachment D for application #s 14 and 15

27-Jun-24  
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8/1/22 - 7/31/24

	<u>FY 2022</u>	<u>FY 2023</u>	<u>FY 2024 Est</u>
Grants & Local Funding	131,735,079	110,665,844	41,067,879
Gifts	375,231	286,973	393,529
Rental Income	1,248,788	1,134,229	918,619
Debt Forgiveness		440,000	-
Sale of Property		495,109	-
In-Kind	992,197	1,406,827	2,132,636
Other Programs & MiscMiscellaneous	1,303,166	1,559,744	1,750,000
<b>TOTAL REVENUE</b>	<u>135,654,461</u>	<u>115,988,726</u>	<u>46,262,663</u>
Child Development	9,709,703	10,344,050	12,643,980
Community Services	1,365,889	1,380,399	1,787,230
Econ Workforce Development	4,855,488	5,576,367	8,091,279
Energy	15,581,785	21,055,560	11,149,578
Hisp/Latino Community Dev	355,546	217,448	186,804
Homeless / Housing	94,232,589	65,332,498	2,350,894
Nutrition / Health	2,192,705	2,206,763	2,784,010
Special Projects	1,798,981	2,031,500	2,150,000
Volunteer Services	109,401	119,653	193,178
SNHS Management Group	2,458,985	2,726,036	2,347,075
Management & General	1,977,716	2,078,577	2,128,635
<b>Total:</b>	<u>134,638,788</u>	<u>113,068,851</u>	<u>45,812,663</u>
	1,015,673	2,919,875	450,000

# Southern New Hampshire Services

## ACTUAL

Budget / Estimate 2024

	<u>2024</u>
<b>CURRENT ASSETS</b>	
Cash	\$ 6,883,521
Contracts receivable	1,377,078
Prepaid Expenses	<u>211,983</u>
Total current assets	<u>8,472,582</u>
<b>FIXED ASSETS</b>	
Land	4,060,574
Building and improvements	14,413,105
Vehicles and equipment	<u>1,576,268</u>
Total fixed assets	20,049,946
Less - accumulated depreciation	<u>7,092,574</u>
Net fixed assets	<u>12,957,372</u>
<b>OTHER ASSETS</b>	
Restricted Cash	1,376,287
Investments	8,389,917
Miscellaneous other assets	-
Total other assets	<u>9,766,204</u>
<b>TOTAL ASSETS</b>	<u><u>\$ 31,196,159</u></u>
<b>CURRENT LIABILITIES</b>	
Current portion of long term debt	87,597
Accounts Payable	825,000
Accrued payroll and payroll taxes	752,585
Accrued compensated absences	421,706
Accrued other liabilities	49,079
Refundable Advances	1,525,000
Tenant security advances	<u>82,008</u>
Total current liabilities	<u>3,742,976</u>
<b>LONG - TERM LIABILITIES</b>	
Long - term debt, less current portion	<u>1,409,230</u>
<b>TOTAL LIABILITIES</b>	<u>5,152,206</u>
<b>NET ASSETS</b>	
Unrestricted	<u>26,043,953</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u><u>\$ 31,196,159</u></u>



Southern New Hampshire Services, Inc.  
Board of Directors  
July 2024

Senator Lou D'Allesandro, Chairman  
Dr. Kevin Moriarty, Vice Chairman  
Thomas Mullins, Esq., Treasurer  
Orville Kerr, Secretary  
Representative Sherm Packard  
Commissioner Toni Pappas  
James Brown  
Molli Driver  
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