

Rooted in
our history.



Driven by
our mission.



Committed
to service.



Dedicated to
excellence.

We are Community Action Program Belknap- Merrimack Counties, Inc. 2021 Annual Report

MESSAGE FROM THE BOARD CHAIR

I want to thank each of you on behalf of the CAP Board for the work you have put in under such trying circumstances.

As I write this, I think of how our community members and participants are holding up. They are frequently at risk by virtue of the economic status. They are frequently at risk because of age, or loneliness. **You each make such a difference in their lives.**

Without your great work people would miss meals, miss rides to appointments, miss warmth, human contact and basic needs. You each do great work. Some of you provide direct support and others provide the support the organization needs. Whether you work for Meals on Wheels or staff the front desk, or engage our participants in our centers, you keep the mission of CAP alive and well.

Thank you all for the meaningful work you do.



Dennis Martino
Board Chair

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”

Leo Buscaglia



MESSAGE FROM THE CEO

Community is at the heart of everything we do at Community Action Program Belknap-Merrimack Counties (CAPBM). I am inspired by our Board members, donors, partners, and staff who have risen to the unprecedented challenges due to COVID-19. Everyone has demonstrated resilience and dedication to the communities we serve.

Over the last years, CAPBM realized that we needed to adapt quickly to the changing circumstances and assist our community's heightened needs. In addition, we recognized that we need to learn and adapt to new ways of working with technology to ensure services and resources continue to be available to those who critically need them.

We became versed in videoconferencing and other virtual communication platforms, online and smartphone applications, and most importantly, the commitment and dedication of our staff to ensure that our communities remain resilient and healthy during this period of increased need.

The following reflects the culmination of countless accomplishments made possible through our commitment, collaboration, and leadership.

- The Emergency Food Assistance Program (TEFAP) statewide USDA shipments to local communities increased monthly during 2020 and into the first quarter of 2021.
- Lead Teachers and Home Visitors created weekly learning activities for each child from the Creative Curriculum, PAT, and Partners for a Healthy Baby.
- Head Start staff provided families with virtual weekly contacts and transported drop-off meals to various centers throughout the program.
- Concord Area Transit bus routes continued with increased cleaning, and COVID 19 protocols provided rides for essential visits such as doctor appointments, dialysis, obtaining food or medications, and all fares were suspended.
- Commodity Supplemental Food continued to distribute monthly food boxes to income-eligible individuals 60 and older.
- Family Planning continued to provide services through telehealth and limited in-person visits.
- Several sites were established to provide drive-through congregate meals to our senior participants.
- We worked alongside the other four Community Action Agencies in New Hampshire and the New Hampshire Housing Finance Authority to administer the New Hampshire Emergency Rental Assistance Program (NHERAP). At the time of publication, CAPBM has delivered \$26,933,661 for rent and other expenses.

Though we cannot be confident of what the future holds, we can be clear and resolved in our mission: To provide assistance for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to become fully self-sufficient through planning and coordinating the use of a broad range of federal, state, local, and other assistance (including private resources) related to the elimination of poverty.



I am immensely proud of our team for supporting each other and constantly pivoting and innovating to stay relevant and hopeful for the communities in which we live, play, and work.

A handwritten signature in black ink that reads "Jeanne Agui". The signature is written in a cursive, flowing style.

Who We Are

Rooted in our history.

Community Action Program Belknap-Merrimack Counties, Inc., is a New Hampshire based 501(c)3 private, nonprofit corporation. The agency was established in 1965 under the provisions of the Equal Opportunity Act of 1964.

The organization's primary mission is to work with low-income families and the elderly to assist them in their efforts to become or remain both financially and socially independent in their communities. The agency accomplishes this task by providing a broad array of locally defined, planned, and managed services.

The agency sponsors and manages over 70 programs and services designed to meet the needs of children, families, single parents, the elderly, and the disabled. Without the services provided by the agency and in collaboration with other local organizations, many local residents would be without a means to provide for their basic needs, including food and shelter.

The agency is funded by Federal, State, county, and local funds (38 cities/towns in Belknap and Merrimack Counties). In addition, the agency receives grants, foundation and charitable grant funds, fees for service, private business donations, and donations from individuals. The agency operating budget for 2020–2021 is approximately \$27 million.

The agency manages and operates 265 elderly apartment units in seven developments with an annual operating budget of \$3 million, as well as several affordable family housing projects.

The majority of the people served by CAPBM access support through agency programs and the five Area Resource Centers located in Concord, Laconia, Meredith, Suncook, and Warner. The agency provides services to all 37 communities in Belknap and Merrimack Counties, reaching over 9,000 unduplicated individuals in 2021, over 85% of whose households have incomes below 185% of the poverty level.

Driven by our vision, mission, and values.



Our Vision

An agency that creates opportunities for all people to thrive, a partner in building strong, resilient communities, to ensure a more equitable society.



Our Mission

To assist in reducing poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals to reach economic stability.



Our Values

We believe all people should be treated with dignity and respect and recognize that structural race, gender, and other inequities remain barriers that must be addressed.

We believe that our communities have the capacity and moral obligation to ensure that no one is forced to endure the hardships of poverty.

We believe that with hope, adequate resources and opportunities, everyone can reach their fullest potential, and we are committed to achieving that vision.

We pledge ourselves to creating an environment that pursues innovation and excellence through multi-sector partnership and collaboration.

**Equity | Respect | Commitment | Excellence | Hope
Community | Caring | Innovation | Opportunity**



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.



BELKNAP-MERRIMACK COUNTIES, INC.
EMPOWERING COMMUNITIES SINCE 1965

Who We Serve

Committed to **service.**



Belknap County is part of New Hampshire's valued Lakes Region, sitting primarily on the edge of Lake Winnepesaukee, the state's largest body of water. The average annual household income in Belknap County ranges from \$40,000 to \$57,000 with an average income of \$46,000. Gilford households earn the highest within the county while Laconia earns the lowest household annual income. The average individual income at age 35 excluding spouses is \$31,000.

Merrimack County is home to New Hampshire's state capital of Concord and an additional 26 cities and towns. The average annual household income in Merrimack County is greater compared to Belknap, \$49,000, and has more economic diversity with annual household incomes ranging from \$39,000 to \$62,000. Merrimack has a greater number of communities with an annual income above \$50,000, primarily being communities on the western and southern border. The highest earning areas throughout Merrimack County are New London, Bow, as well as segments of Concord and Hooksett. Lowest earning communities include segments of Franklin and Concord,

Who We Serve

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as well as Pittsfield and Allenstown. The average individual annual income at age 35 excluding spouses is \$32,000.

Between July 2019 and July 2020, New Hampshire's population grew by 5,500 to 1,366,000 - the largest population percentage increase in New England. In 2020 alone, New Hampshire registered as the third-highest percentage (61.6%) of inbound moves in the U.S. The state's cities that are experiencing the most growth are Tilton, Concord, and Lebanon. The average age of a New Hampshire resident is nearly five years older than the average American, with both Merrimack and Belknap Counties having large senior (65+) populations. Belknap County has a greater population of seniors compared to Merrimack County.

Both Belknap and Merrimack Counties are primarily white with little ethnic diversity. Merrimack County has a larger population of Asian, African, and Latin American residents compared to Belknap County. The number of residents born out of the United States in Merrimack County is high, especially compared to Belknap County.

Belknap County has a greater veteran population compared to Merrimack County despite having a smaller overall population.



Who We Serve

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The median household income is higher in Merrimack County and consists of over double the number of households compared to Belknap County while also consisting of more families that make over \$200,000 per year. While the percentage of the population that lives below the federal poverty limits is low in both Belknap and Merrimack counties, the percentage of children under the age of five living in poverty is quite high. Children who live in poverty may not have access to the basic necessities they need to grow and thrive, such as adequate housing, childcare, and/or early childhood education, food, and clothing.



Approximately 15% of the population of Belknap County earns less than \$25,000 annually. This figure is lower for Merrimack County (approximately 13%). Over half of both Belknap and Merrimack County households earn an annual income below the county average (\$89,116, \$94,698). New Hampshire has a higher family annual income compared to the U.S. average (\$117,422, \$103,863) while families in Merrimack County make at least \$6,500 more than Belknap County families per year. Compared to the U.S., New Hampshire married-couple families also earn a higher average annual income.

Education services, health care, and social assistance are the largest employment industries in the state as well as in both counties. In Belknap County, retail trade is the second largest workforce followed by arts, entertainment, recreation, accommodation, and food services.



Programs and Services

At CAPBM, we are proud to offer more than 70 programs and services for individuals and families of all ages.

Child Development | Senior Programs | Energy Assistance | CAP Area Resource Centers | Workforce Development
Health, Food, and Nutrition | Transportation | Housing Stability & Affordability

Health, Food & Nutrition Programs

Commodity Supplemental Food Program (CSFP)
Family Planning Program
Meals on Wheels (MOW)
Congregate Meals
The Emergency Food Assistance Program
The Summer Food Service Program (SFSP)
Senior's Farmers Market Nutrition Program (SFMNP)
Women, Infants & Children (WIC)

Transportation

ADA Complementary Paratransit Service
Concord Area Transit (CAT)
Concord Senior Transit Program (CST)
Mid-State Transit (MST)
Volunteer Driver Program (VDP)

Housing Stability and Affordability Programs

Affordable Senior and Family Housing
Rental Assistance Programs
Homeless Street Outreach
Coordinated Entry Program

Energy Assistance

Fuel Assistance Program (FAP)
Electric Assistance Program (EAP)
Weatherization Assistance Program (WAP)
CAP Area Resource Centers

Early Care and Education Programs

Child Care
Early Head Start
Head Start
Healthy Families America

Senior Programs

Senior Community Service Employment (SCSEP)
Senior Centers
Senior Companion Program
ServiceLink



2021 Community Service Block Grant Outcomes

Dedicated to **excellence.**



Health & Nutrition

Over **240,000 prepared meals** were provided to homebound seniors

Over **84,000 bags/boxes of food** were delivered to soup kitchens, shelters, and food pantries

Over **31,200 congregate meals** were provided at the senior centers

Over **4,300 people improved their nutrition skills** after working with CAPBM

Over **4,100 women, infants, and children received health and nutrition education services** monthly

Over **42,900 meals were served to school-age children** through the Summer Food Service Program



Emergency Housing

Over **4,400 individuals avoided eviction** and received financial assistance due to hardships from COVID-19

Over **3,900 homeless individuals received referrals and services** through homeless outreach efforts

Transportation

Over **70,000 rides were provided** through various programs within the transportation department of CAPBM

2021 Community Service Block Grant Results

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Senior Services

Over **1,600 seniors** maintained an **independent living** situation with the help of CAPBM

Over **2,400 seniors** received **health insurance** option counseling

Over **1,300 individuals** improved **mental and behavioral health** and well-being as a result of services provided by CAPBM



Head Start Early Head Start

Over **400 children** were **served** by Head Start and Early Head Start

Over **53,000 volunteer hours** were contributed to the Head Start and Early Head Start programs



Energy Services

Over **500 households** achieved **greater efficiency** or a reduced energy burden by weatherizing their home through CAPBMC

Over **8,000 individuals** received **utility payments** (including Emergency Utility Payments), ensuring participants stayed warm during the winter months

Over **4,300 low-income households** received **assistance** with their monthly electric bills

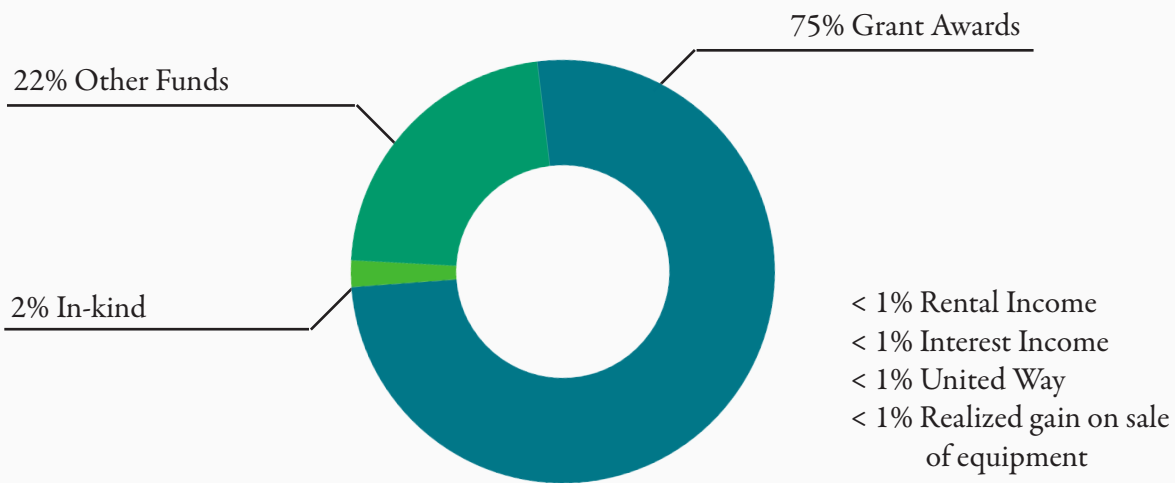


BELKNAP-MERRIMACK COUNTIES, INC.
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2021 Financial Year in Review

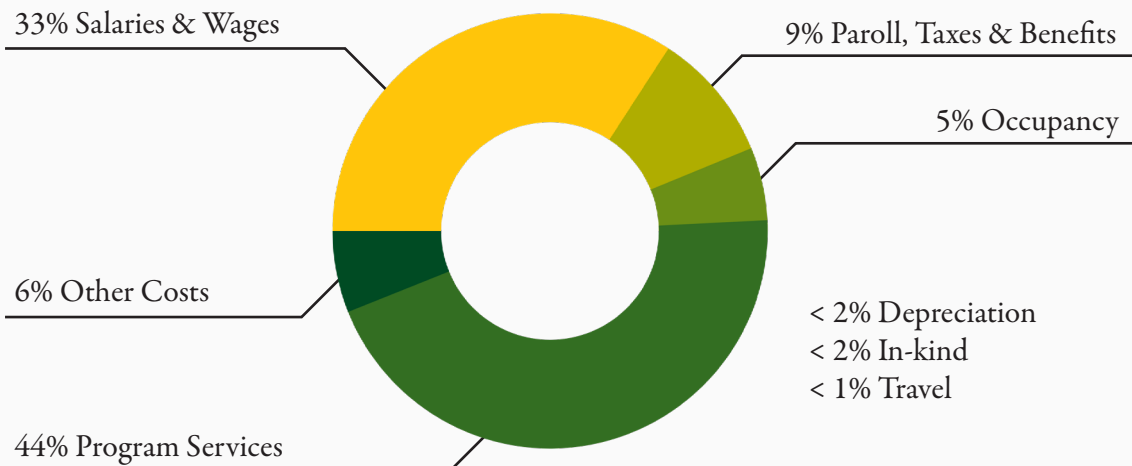
Revenues and Other Support

CAPBM had an annual revenue of \$27,357,125 for the year ending in February 2021.



Expenses

CAPBM had an annual expenses of \$27,468,847 for the year ending in February 2021.





BELKNAP-MERRIMACK COUNTIES, INC.
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Our Team

Board of Directors

- Dennis Martino, *President*
- Christopher Pyles, *Vice President*
- Bruce Carri, *Secretary*
- Safiya Wazir, *Treasurer*
- Heather Brown
- David Croft
- Theresa M. Cromwell
- Kathy Goode
- Sara A. Lewko
- David Siff

Executive Staff

- Jeanne Agri, *Chief Executive Officer*
- Michael Tabory, *Chief Operating Officer*
- Jill Lesmerises, *Chief Fiscal Officer*
- Kathy Howard, *Executive Secretary*

Administrative Staff

- Suzanne Demers, *Director of Elder Services*
- Randy Emerson, *Emergency Food Assistance Director*
- Steven Gregoire, *Budget Analyst*
- Heather Patton, *Child Development Director*
- Beth Heyward, *Director of Strategy and Planning*
- Maria Morais, *Human Resources Director*
- Terri Paige, *Transportation Director*
- Valerie Provenzano, *NH Electric Assistance Program Director*
- Leah Richards, *Director of Energy and Area Centers*
- Christopher Vought, *Director of Housing Rehabilitation and Energy Conservation*
- Susan M. Wnuk, *Director of Community Health and Nutrition Services*





BELKNAP-MERRIMACK COUNTIES, INC.
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The Community Action Partnership



Community Action Program Belknep-Merrimack Counties
Serving Belknep and Merrimack Counties
2 Industrial Park Drive, Concord, NH 03301
(603) 225-3295
www.capbm.org



Community Action Partnership of Strafford County
Serving Strafford County
577 Central Avenue, Suite 10, Dover, NH 03820
(603) 435-2500
www.straffordcap.org



Tri-County Community Action Program
Serving Coos, Carroll and Grafton Counties
30 Exchange Street, Berlin, NH 03570
(603) 752-7001
www.tccap.org



Southern New Hampshire Services
Serving Hillsborough and Rockingham Counties
40 Pine Street, Manchester, NH 03103
(603) 668-8010
www.snhs.org



Southwestern Community Services
Serving Cheshire and Sullivan Counties
63 Community Way, Keene, NH 03431
(603) 352-7512
www.scshehelps.org



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