

Rooted in
our history.



Driven by
our mission.



Committed
to service.



Dedicated to
excellence.

We are Community Action Program Belknap- Merrimack Counties, Inc. 2022 Annual Report

MESSAGE FROM THE BOARD CHAIR & CEO

The CAPBM team continues evolving to establish the new normal as we navigate these changing times. Our Board of Directors, staff, participants, volunteers, and other stakeholders have developed creative ways to adjust to the challenges brought on by the recurring waves of the pandemic. We strive to remain connected with the community, assisting individuals and families, ensuring we remain a vibrant part of our community. While we have seen great success, we are eager to do more. This begins with clarity of purpose and a mission that will lead us to provide high-quality services and programming to individuals and families throughout Belknap and Merrimack Counties.

The question is, where do we go from here?

Our board and staff have spent the better part of 2022 developing a solid brand with a marketing plan to communicate the nature and value of the agency's services. In addition, creating a marketing campaign exposes the agency to a broader audience of potential staff, volunteers, and donors with whom to engage. Focused strategies have included:

- Consistent branding guidelines
- Website redesign
- Development of marketing collateral
- Enhanced social media presence

A strong brand enhances nonprofit mission impact and helps provide clarity to staff, community partners, and the residents of our two counties.

As the economic impacts resulting from the COVID-19 pandemic continue to affect lower-income individuals



and families, addressing food insecurity continues to be a focus of our efforts. In addition to distributing surplus USDA foods to over 250 food pantries and feeding organizations state-wide, we have begun operating a mobile food assistance van to bring food to members of our communities who struggle to find dependable transportation. Mobile Food Assistance to more rural and remote communities, as well as urban pockets lacking community access to local grocery stores, is an infrastructure development that CAPBM sees as a priority in meeting this critical need.

If one looks across the landscape of the Agency, the vast quantity of talent, experience, knowledge, and resources that our team members bring to the table is evident. These qualities continue to position CAPBM as a 'Go-To' service provider for reducing poverty in our area.

In this Annual Report, we share some highlights demonstrating that the Community Action Program Belknap-Merrimack team's dedication and efforts have made a difference in people's lives. From daily engagement with those unhoused to meet daily basic needs to offering targeted assistance to those in a better position to look to the future, staff members continue to help people and change lives because they care passionately about our communities. Targeted services such as financial coaching, rental assistance, fuel & energy assistance, transportation, high-quality early learning opportunities, and more allow those participants to identify and take advantage of opportunities that can lead to economic stability for themselves and their families.

Every one of us continues to do our best work to lead and help drive our vision for an agency that creates opportunities for all people to thrive, a partner in building strong, resilient communities to ensure a more equitable society.

We know this vision is attainable – if we work together.

Respectfully,



Christopher Pyles
Board Chair



Jeanne Agri
Chief Executive Officer



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 2021–2022 is approximately \$44 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 six Area Resource Centers located in Concord, Franklin, Laconia, Meredith, Suncook, and Warner. The agency provides services to all 38 communities in Belknap and Merrimack Counties, reaching over 26,650 unduplicated individuals in 2022.

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.

Who We Serve

Committed to **service.**



Community Action Program Belknap-Merrimack Counties puts communities at the heart of our services. We believe that our communities have the capacity and ethical obligation to ensure that no one is forced to bear the hardship of poverty. We are a partner in the communities that we serve. The agency had representation at many local events this summer, some of which include:

We attended the Franklin Senior Center Fair on July 29th! It was a great day where we showcased our services and learned about many other agencies in the area.

At Pembroke & Allenstown Old Home Day, we were the lucky recipient of a generous donation of \$3,500 from the Jacob Kipp Memorial 3-on-3 Basketball Tournament! This donation will help us keep our shelves stocked with food at the Suncook Area Resource Center Food Pantry, which served between 100-150 households a month this summer.

On September 8th, we attended NH Stand Down, a resource & service expo for former service members. This event was hosted by Harbor Care's Veterans FIRST program in partnership with USVA, USDOL, and local service providers. It was a wonderful event where we connected and started building new relationships.

Who We Serve

Committed to **service.**

Thank you to everyone who attended the CAPBM first annual fundraiser for the Elder Service Senior Centers held on May 11, 2023. Attendees enjoyed the music of Club Soda Band and a delicious meal prepared by Dennis Keon, CAPBM Chef, and appetizers from Birch Stream Farms. Our dedicated CAPBM senior center staff, served the food. Everyone enjoyed the meal, socializing and dancing to the music by the band!

The event received support from five sponsors:

Platinum sponsor: Harvard Pilgrim Healthcare, a Point-32Health Company; **Gold sponsors:** Cross Insurance and Mutual of America; and **Bronze sponsors:** Capital City Subaru and Ledyard National Bank.

Over \$12,000 was raised to support senior center operation costs. The donated items for the silent auction and the raffle tickets raised almost \$9,000.

All attendees went home with complimentary bags that contained a bottle of olive oil from Oliva Olive Oil of Concord, a loaf of bread from Birch Stream Farm (their own recipe), and jar of herbs from Chef Dennis.

We look forward to holding this event again next spring on May 16, 2024. Save the date!





Who We Serve

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One of the areas of increased need in the past year has been for assistance with food. Visits have more than doubled at our food pantries compared to the prior year, with nearly 3,400 visits at our three pantries. The Emergency Food Assistance Program, run statewide by CAPBM to distribute food at no cost to food pantries, soup kitchens, and other feeding organizations, moved from bimonthly to monthly food distributions as feeding organizations across the state saw increased demand. In addition to continuing long standing nutrition programs such as WIC and Meals on Wheels, the agency responded to the increased need with a new initiative: a **mobile food assistance** van.

The Mobile Food Assistance van, launched in September 2022, gets food out to those unable to easily travel to a pantry. The van traverses the two counties bringing nutrition to home-bound individuals, families without vehicles, and people who are unhoused. Food was delivered to many individuals in the past year who would have been unable to receive food otherwise, including people

who were disabled, receiving health treatments that impacted their ability to drive, or in recovery from addiction or medical procedures. The Mobile Food Pantry keeps no-prep ready meals and pop-top cans on hand for people with no access to a kitchen.

When a deep freeze this past winter brought wind chill temperatures dangerously low our Mobile Food Assistance joined with our Street Outreach team and volunteers to hike into the woods in Laconia and Concord to deliver food to keep people nourished and safe. In Franklin, the van was distributing food at a local

laundromat hosting a free lunch that Franklin Mayor Jo Brown was also attending. Mayor Brown climbed in for an impromptu tour. We are thankful to be able to provide this service to Mayor Brown's constituents – and to add a newly reopened food pantry in our Franklin Area Resource Center in Fall 2023. With these two additions, we now have 4 fixed location food pantries and one on wheels!

Anyone interested in volunteering or requesting a delivery can contact our Food Assistance Manager at 603-228-6202.





BELKNAP-MERRIMACK COUNTIES, INC.
EMPOWERING COMMUNITIES SINCE 1965

Programs and Services

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

Early Care & Education | Senior Programs | Energy Assistance | 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)
Mobile Food Assistance
Emergency Food Pantries

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
Water Assistance Program

Early Care and Education Programs

Child Care
Early Head Start
Head Start

Senior Programs

Senior Centers
Senior Companion Program
ServiceLink



BELKNAP-MERRIMACK COUNTIES, INC.
EMPOWERING COMMUNITIES SINCE 1965

2022 Community Service Block Grant Outcomes

Dedicated to **excellence.**



Health & Nutrition

Over **230,000 prepared meals** were provided to homebound seniors

Over **89,000 bags/boxes of food** were delivered to soup kitchens, shelters, and food pantries

Over **36,950 congregate meals** were provided at the senior centers

Over **4,400 people improved their nutrition skills** after working with CAPBM

Over **29,000 meals** were served to school-age children through the Summer Food Service Program



Emergency Housing

Over **3,800 individuals avoided eviction** and received financial assistance due to hardships from COVID-19

Over **13,000 referrals and services** were provided to individuals through homeless outreach efforts

Transportation

Over **94,900 rides** were provided through various programs within the transportation department of CAPBM

2022 Community Service Block Grant Results

Dedicated to **excellence.**



Senior Services

Over **1,400 seniors** maintained an **independent living** situation with the help of CAPBM

Over **2,900 seniors** received **health insurance** option counseling

Over **1,700 individuals** improved **mental and behavioral health** and well-being as a result of services provided by CAPBM



Head Start Early Head Start

Over **300 children** were served by Head Start and Early Head Start

Over **85,000 volunteer hours** were contributed to the Head Start and Early Head Start programs



Energy Services

Over **290 households** achieved **greater efficiency** or a reduced energy burden by weatherizing their home through CAPBM

Over **11,000 individuals** received **utility payments** (including Emergency Utility Payments), ensuring participants stayed warm during the winter months

Over **5,500 low-income households** received **assistance** with their monthly electric bills

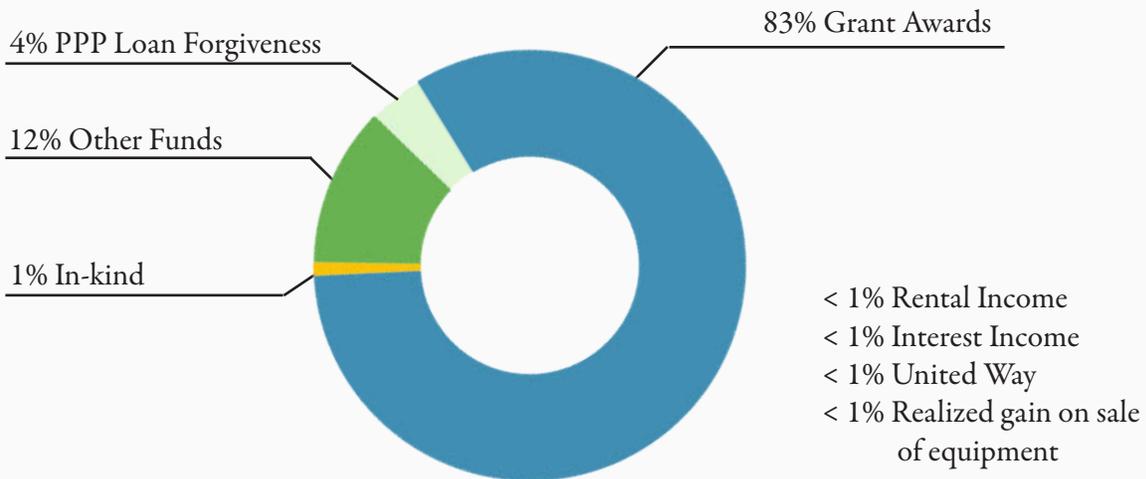


BELKNAP-MERRIMACK COUNTIES, INC.
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2022 Financial Year in Review

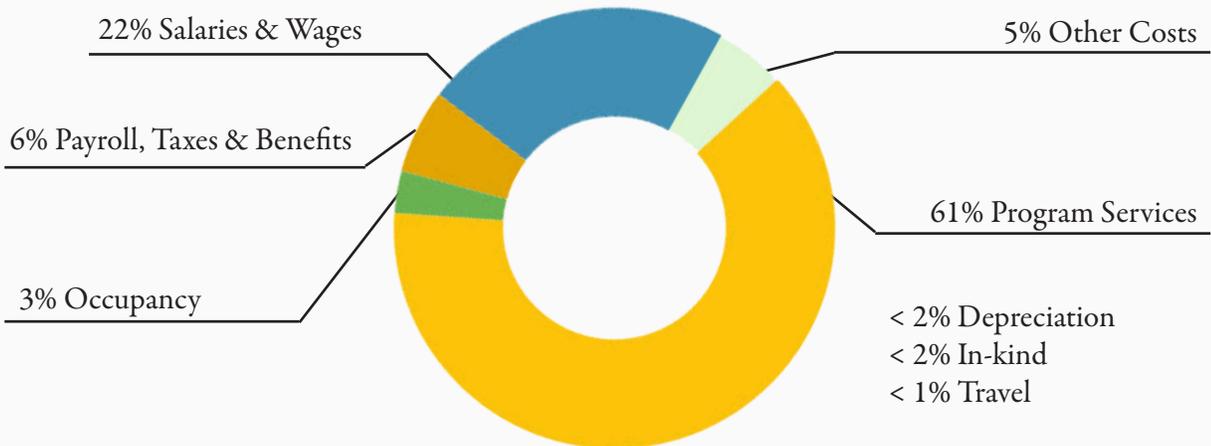
Revenues and Other Support

CAPBM had an annual revenue of \$44,011,761 for the year ending in February 2022.



Expenses

CAPBM had an annual expenses of \$42,002,289 for the year ending in February 2022.





BELKNAP-MERRIMACK COUNTIES, INC.
EMPOWERING COMMUNITIES SINCE 1965

Our Team

Board of Directors

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

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*
- Beth Heyward, *Director of Strategy and Planning*
- Christine Marie, *Human Resources Director*
- Duska Noel, *Director of Housing*
- Terri Paige, *Transportation Director*
- Heather Patton, *Child Development Director*
- Valerie Provenzano, *NH Electric Assistance Program Director*
- Leah Richards, *Director of Energy and Area Resource Centers*
- Christopher Vought, *Director of Weatherization and Energy Conservation*
- Susan M. Wnuk, *Director of Community Health and Nutrition Services*





BELKNAP-MERRIMACK COUNTIES, INC.
EMPOWERING COMMUNITIES SINCE 1965

The Community Action Partnership



Community Action Program Belknapp-Merrimack Counties
Serving Belknapp 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



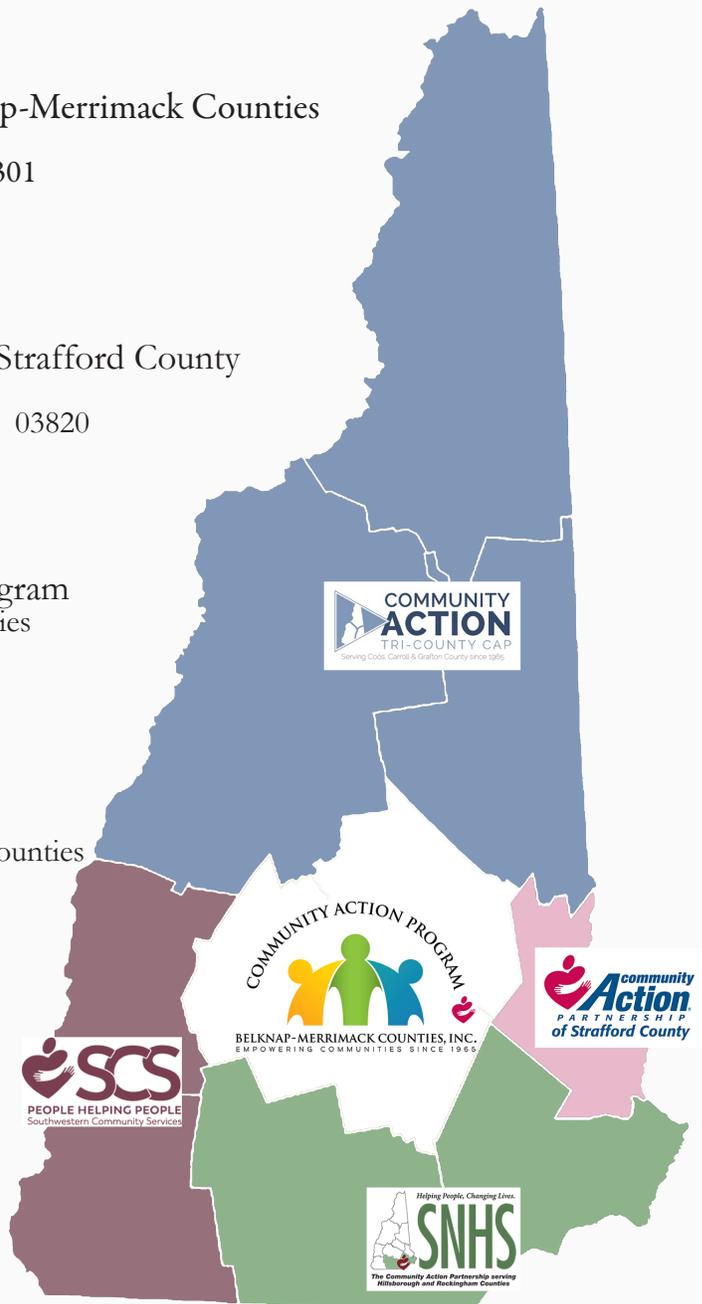
Tri-County Community Action Program
Serving Coos, Carroll and Grafton Counties
30 Exchange Street, Berlin, NH 03570
(603) 752-7001
www.tccap.org



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.scs-helps.org



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