



2025 Calendar and 2024 Annual Report

At Community Action Partnership Hillsborough and Rockingham Counties

We are always looking for ways to better serve our clients and community with the tools we have been given and with new and innovative practices.

We work in the community alongside our partners to address concerns and conditions as they arise.

We review, assess and modify the delivery of services as circumstances and conditions warrant. We engage our clients and support and encourage them toward self-sufficiency ... always with the Promise of Community Action in mind:

And We Always Live By 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.

New name, new logo, same commitment

Message from our Chief Executive Officer: Donnalee Lozeau

This year as we celebrate our 60th anniversary (or birthday) this calendar is meant to give you a peek of “then” and “now.”

From the vision of President Kennedy to the action of President Johnson – On August 20, 1964 in the Rose Garden at the White House and 72 different pens later, President Johnson signed into law the Economic Opportunity Act.

“To mobilize the human and financial resources of the Nation to combat poverty in the United States. Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled, that this Act may be cited as the “Economic Opportunity Act of 1964.”

In October of 1964, President Johnson appointed Sargent Shriver as the first Director of this new Federal Agency.

This act created Community Action Agencies (CAA) – and all 50 states responded. They were designated by geographical locations and could be private non-profits or public non-profits.

A Voice and a Vote- one of the most unique aspects of Community Action is the make-up of the Board of Directors. Federal mandates require a board that must include people of low income – those who are the beneficiaries of the programs. This resulted in a Tri-partite board. A minimum of a third of the board must be people of low-income – a third must be elected officials or their named representative and the remaining members from the private sector.

Our agency was officially chartered as The Community Action Committee for Hillsborough County a private non-profit in the State to serve as the CAA serving the City of Nashua and the 29 (twenty-nine) Hillsborough County towns.

In 1969 Manchester became part of our agency and we became a unified Community Action Program for all of Hillsborough County soon to be named:

Southern NH Services, Inc.

At that time, New Hampshire had 6 (six) Community Action Agencies along with a State Association.

In 2011 Rockingham Community Action merged with Southern NH Services and today, there are 5 (five) agencies.

In October of 2024 we again changed our name, this time to reflect our partnership with over a thousand Community Action Agencies nationwide!

While we have grown significantly over these 60 (sixty) years our goal remains the same, serving those of low-income and helping them to achieve economic independence.

Across our two counties we have resource centers and field offices along with child care and Head Start centers. Last year we shared with you the innovative programs that have been developed including the Parent Leadership Training Institute (PLTI), among other resources and activities we are leading and contributing to in our communities.

2024 was just as exciting as we opened our first “Opportunity” Center in Manchester. This location, at 130 Silver Street, is next door to our administrative offices and across the street from our child development center, in a very welcoming space. This center really changes the way our clients see how we approach our service to them, and provides space for families, a learning/play area for children and easy access to tools they need. These tools include computers, printers, copiers, and scanning and faxing capabilities. It is a joy to see the faces of those we serve as they realize this space is for **them!**

Our hope is to renovate our other resource centers into “opportunity” centers as well. Recently we received funding through the State American Rescue Plan Act (ARPA) funds to begin this type of work at our Derry resource center, thanks to the support of Executive Councilor Janet Stevens.

From enhanced programming to new facilities and a new way to deliver services, the change, though a good thing, comes with effort. I want to thank the staff of CAPHR for their ongoing dedication and cooperation as we refurbish, refresh and rethink how we deliver resources to those in need in the most respectful and useful manner possible as has been the case for the last 60 years!

For sixty (60) years we have been able to count on our staff, our funders and our partners to deliver services in a comprehensive life changing way for those we serve.

Along with our board of directors and our Executive team, I remain grateful to be part of something that has made such a remarkable impact across the nation and here at home for six (6) decades and counting!

Impact of Community Action

CAPHR FUNDING/VALUE OF SERVICES BY PROGRAM 2023-2024

Hillsborough County

Bipartisan Infrastructure Law	\$196,949
Child and Adult Care Food Program	\$332,469
Child Care	\$379,308
Child Care Aware of NH	\$690,467
Community Gardens	\$12,800
Commodity Supplemental Food Program	\$543,600
Early Childhood Education Apprenticeship	\$48,750
Early Head Start	\$1,923,686
Electric Assistance	\$3,997,978
Emergency Energy	\$214,112
English for New Americans	\$184,837
Fuel Assistance	\$6,149,611
Head Start	\$4,690,098
Homelessness Prevention	\$468,559
Retired Senior Volunteer Program (RSVP)	\$452,171
Rural Transportation	\$4,500
Senior Housing*	\$9,702,289
Summer Food Program	\$126,134
Supportive Housing for Homeless	\$221,306
TEACH NH	\$134,378
Western Hillsborough County Family Services	\$106,284
Weatherization/Conservation Programs	\$1,290,648
WIC Nutrition Program	\$1,510,876
WIOA*	\$2,422,075

Rockingham County

Bipartisan Infrastructure Law	\$153,286
Child and Adult Care Food Program	\$81,719
Child Care	\$43,350
Child Care Aware of NH	\$155,286
Commodity Supplemental Food Program	\$122,400
Early Childhood Education Apprenticeship	\$11,250
Electric Assistance	\$1,998,668
Emergency Energy	\$209,990
Fuel Assistance	\$4,064,511
Head Start	\$1,500,831
Homelessness Prevention	\$114,449
Summer Food Program	\$14,505
TEACH NH	\$49,615
Volunteer Services	\$29,187
Weatherization/Conservation Programs	\$1,224,094
WIC Nutrition Program	\$430,377



As CAPHR approaches our 60th anniversary of Community Action, a movement that spread across the nation with the mission of helping people have the same access to opportunities as everybody else, it is a good time to look back and recognize all that has been accomplished.

We will continue to recognize and strategize what the future holds for additional opportunities, especially in these times of increased costs and challenges.

Together we are helping people and changing lives!

*Lou D'Allesandro
Board Chair*

*Statewide figures

**New name,
New logo ...
Same commitment**



The History of Our Name

On August 20, 1964 in an outdoor ceremony at the White House President Lyndon B. Johnson signed the Economic Opportunity Act into law. Community Action was among the many programs that were created.

In May of 1965 our charter was in place and we served the City of Nashua and the 29 surrounding towns and we were known as:

The Community Action Agency for Hillsborough County

In 1971 we added the City of Manchester to our service area and in 1974 we renamed ourselves:

Southern NH Services, Inc. (SNHS)

In 2011 Rockingham Community Action merged with SNHS.

In 2024 we changed our name to:

***Community Action Partnership Hillsborough
and Rockingham Counties (CAPHR)***

While our name has changed... we have always been and will continue to be:

A Community Action Partnership

Our Promise Guides Our Service.

January 2025

National Poverty in America Awareness Month



December 2024

February 2025

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<p>BAD WEATHER PROCEDURES Cancellations are listed on WMUR's website: WMUR.com and our website CAPHR.org. Decisions on cancellations are made by 5:00am</p>			<p>NEW YEAR'S DAY 1 CAPHR Offices Closed</p>		<p>2 CSFP Nashua Housing Development WIC Early Clinics Manchester, Derry & Nashua, 7am</p>	<p>3 4</p>
<p>5 WIC Late Clinics Manchester, Nashua & Seabrook, 7pm</p>	<p>6 CSFP Derry</p>	<p>7 CSFP Weare & Goffstown</p>	<p>8 CSFP Raymond</p>	<p>9 CSFP Nashua WIC Early Clinics Manchester, Derry & Nashua, 7am</p>	<p>10 11</p>	
<p>12 CSFP Manchester WIC Late Clinics Manchester, Nashua & Derry, 7pm</p>	<p>13 14</p>	<p>15 16</p>	<p>17 CSFP Portsmouth CC & Proxies WIC Early Clinics Manchester, Raymond & Nashua, 7am</p>	<p>18 19</p>		
<p>20 MARTIN LUTHER KING DAY CAPHR OFFICES CLOSED</p>	<p>21 CSFP Milford, Milford Mills & Pine Valley Drops</p>	<p>22 CSFP Salem & Plaistow</p>	<p>23 CSFP Seabrook</p>	<p>24 CSFP Nashua WIC Early Clinics Manchester, Nashua & Seabrook, 7am</p>	<p>25 26</p>	
<p>27 CSFP CAPHR Deliveries WIC Late Clinics Manchester, Nashua & Raymond, 7pm</p>	<p>28 CSFP Hillsborough & Antrim Drop</p>	<p>29 CSFP Exeter & Whispering Pines</p>	<p>30 CSFP Manchester</p>	<p>31</p>		



THEN:

NOW:

Child Care

In March of 1985 Hillsborough Child Care on School Street in the town of Hillsborough received its license to provide child care. This center in addition to housing Head Start provided child care serving just over fifty (50) children. Services were provided on a sliding fee scale for hourly care ranging from sixty (60) cents to one dollar and twenty cents (\$1.20) per hour.

In 1993, the agency moved our location from the Hillsborough County Farm Complex in Goffstown to 40 Pine Street in Manchester. That move gave the perfect opportunity to move our Head Start classrooms out of church basements to under one roof in classrooms with large windows. It also provided the opportunity for full-day/full-year state subsidized child care spaces. Nashua followed soon after with our first rental space on Spruce Street to permanent owned space on Allds Street.



For parents in need of child care during the work week, we are able to offer full-day and extended-day child care for infants, toddlers, and preschool children. These programs provide nutritious breakfasts, lunches, and snacks while also working with families to address the special health and nutritional needs of each child.

To help ensure affordable child care is available to families of low income, we accept the New Hampshire Child Care Development Fund Scholarship (CCDF).



Since 2007, CAPHR has provided Child Care Resource & Referral (CCR&R) services, licensed as Child Care Aware® of New Hampshire, to educate and support families, providers, and the community regarding child care needs.

We help administer and maintain a free and confidential referral database of child care providers to connect families in need with available and qualified child care.

February 2025

National Children's Dental Health Month



January 2025

March 2025

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SUNDAY

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TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

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<p>BAD WEATHER PROCEDURES Cancellations are listed on WMUR's website: WMUR.com and our website CAPHR.org. Decisions on cancellations are made by 5:00am</p>												
2	CSFP Manchester WIC Late Clinics Manchester, Nashua & Seabrook, 7pm	3	CSFP Derry WIC STAFF DAY OFFICES CLOSED	4	CSFP Raymond	5		6	CSFP Nashua WIC Early Clinics Manchester & Nashua, 7am	7		8
9	CSFP Manchester Housing with Concord WIC Late Clinics Manchester, Derry & Nashua, 7pm	10		11	CSFP Nashua	12	CSFP Greenville & Greenville Falls Drop	13	VALENTINE'S DAY CSFP Northwood & Newmarket WIC Early Clinics Manchester, Raymond & Nashua, 7am	14		15
16	PRESIDENTS' DAY CAPHR OFFICES CLOSED	17		18		19		20	CSFP Manchester WIC Early Clinics Manchester, Seabrook & Nashua, 7am	21		22
23	WIC Late Clinics Manchester, Raymond & Nashua, 7pm	24	CSFP Hillsborough & Antrim Drop	25	CSFP Nashua	26	CSFP Greenfield & Peterborough	27	CSFP Seabrook WIC Early Clinics Manchester, Derry & Nashua, 7am	28		



THEN:

NOW:

Nutrition Programs



COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)

In 1969 the U.S. Department of Agriculture began the Commodity Supplemental Food Program (CSFP). It was the nation's first

federal food supplementation effort for those of low-income providing monthly food packages, designed to provide protein, calcium, iron, and vitamins A and C. This program was implemented for mothers, infants, and children. In 1983 the government included seniors 60 years and older to the list of eligible participants.

Although Community Action staff volunteered to distribute what was then often referred to as the "free cheese" program, it did not become a program of Southern NH Services until 1991.

The food packages in 1991 consisted of shelf-stable milk, peanut butter, pasta, cereal, canned fruits and vegetables, canned meat, and fresh cheese.

Special Supplemental Food Program for Women, Infants, and Children (WIC)

In 1972, WIC was piloted as a supplemental food program by the U.S. Department of Agriculture (USDA) aimed at improving the health of pregnant mothers, infants, and children in response to growing concern over malnutrition among mothers and young children of low and very low income.

By 1975 it was established as a permanent program by legislation, and eligibility was extended to non-breastfeeding women (up to 6 months postpartum) and children up to age 5.

In 1978 the WIC program became a part of Southern New Hampshire Services.



CSFP

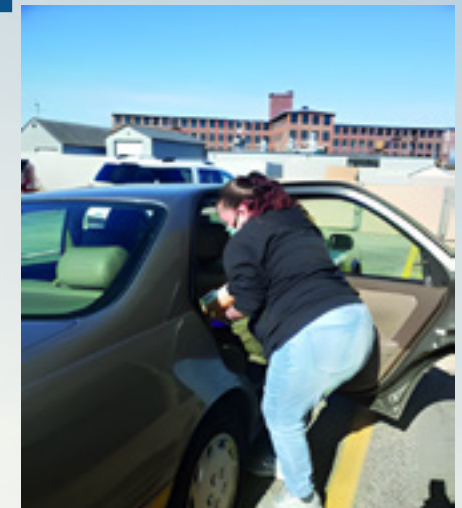
The CSFP program today allows seniors to pick up pre-packaged boxes once a month from various Resource Centers across southern New Hampshire, including Manchester and Nashua, satellite sites, or housing delivery drop-sites at participating communities. The food packages include a variety of items such as canned meats, fruits, vegetables, bottled fruit juices, non-fat powdered milk, cereals, pasta, rice, dehydrated potatoes, peanut butter, cheese, and other available foods.

Additionally, the Fresh Fruits and Vegetables Program enhances CSFP nutrition with fresh produce like lettuce, carrots, tomatoes, potatoes, peppers, bananas, apples, and pumpkins, sourced from The New Hampshire Food Bank and local donations. Housing drop-sites are exclusively available to residents at all Senior Housing campuses and additional complexes in Manchester and Nashua.

WIC

The WIC program offers comprehensive support for mothers and young children. Professional nutritionists provide personalized guidance and individualized plans to address children's eating habits. Nutritious food packages include fresh, frozen, and canned fruits and vegetables, whole grains, and infant foods, including formula if needed. Prenatal nutrition education ensures babies receive essential nutrients for development, while breastfeeding promotion and support offer resources for optimal infant nutrition.

Additionally, WIC provides nutrition education, health care referral assistance, and health screenings to foster continued good health and development.



\$666,000 of food resources were provided to seniors across Hillsborough and Rockingham Counties in 2024

Households served by WIC: Hillsborough County 4,311
Rockingham County, 1,228

March 2025

National Nutrition Month



February 2025

April 2025

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY					
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2	<p>CSFP Manchester</p> <p>WIC Late Clinics Manchester, Nashua & Seabrook, 7pm</p>	3	<p>CSFP Derry</p> <p>WIC STAFF DAY OFFICES CLOSED</p>	4	<p>CSFP Weare & Goffstown</p>	5	6	<p>CSFP Deliveries Nashua Housing</p> <p>WIC Early Clinics Manchester, Derry & Nashua, 7am</p>	7	8	
9	<p>CSFP CAPHR Deliveries</p> <p>WIC Late Clinics Manchester, Derry & Nashua, 7pm</p>	10	<p>CSFP Salem & Plaistow</p>	11	<p>CSFP Raymond</p>	12	<p>CSFP Nashua</p>	13	<p>WIC Early Clinics Manchester, Raymond & Nashua, 7am</p>	14	15
16	<p>ST. PATRICK'S DAY</p> <p>WIC Late Clinics Manchester, Derry & Nashua, 7pm</p>	17	<p>CSFP Hillsborough & Antrim Drop</p>	18	19	20	<p>CSFP Seabrook</p> <p>WIC Early Clinics Manchester, Seabrook & Nashua, 7am</p>	21	22		
23	<p>CSFP Exeter & Whispering Pines</p> <p>WIC Late Clinics Manchester, Raymond & Nashua, 7pm</p> <p>CSFP Manchester</p> <p>WIC Late Clinics Manchester, Derry & Nashua, 7pm</p>	24	<p>CSFP Milford & Drops</p>	25	<p>CSFP Nashua</p>	26	<p>CSFP Portsmouth & Proxies</p>	27	<p>WIC Early Clinics Manchester, Derry & Nashua, 7am</p>	28	29
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THEN:

In October 1980, the Greenville Falls elderly housing opened, transforming two former textile mill buildings into seventy (70) units of housing. This project was funded by a HUD Section 202 grant.

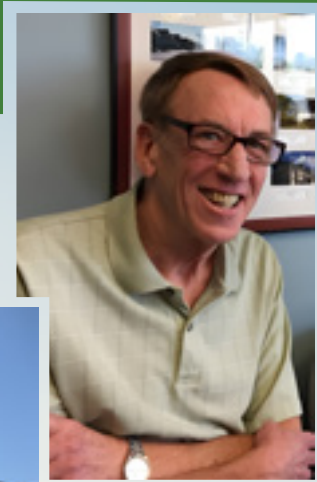
Michael O’Shea created and managed the CAPHR Management Corporation, which provided property and agency management services. He played a pivotal role in the senior housing program initiated in 1980. By the time of Michael O’Shea’s retirement in 2016, the SNHS Management Corporation managed nearly 1,000 units for the senior community in New Hampshire.



NOW:

CAPHR Senior Housing

In recognition of Michael O’Shea’s dedication to Community Action and senior housing and with a nod to his faith and his Irish heritage, in 2025 our Hallsville Senior Housing on Hayward Street in Manchester, which was formerly Our Lady of Perpetual Help Parish, will be renamed in his honor to O’Shea Flats.



SNHS Management Corporation is one of the leading providers of housing to income and age-eligible applicants. We manage 29 elderly housing sites from Pittsburg to Greenville and Bristol to N. Berwick, ME, that include 910 units, currently with 951 residents choosing their homes with us. Our funding is provided by the U.S. Department of Housing and Urban Development (HUD) and area housing authorities

ASHLAND

Common Man Commons
48 West Street
Ashland, NH 03217
603-968-3063

BRISTOL

Riverview Village
780 Lake Street
Bristol, NH 03222
603-744-3627

CAMPTON

Campton Mills; 349 Owl Street
Campton, NH 03223
603-726-7093

DEERFIELD

Sherburne Woods
1 Upham Drive
Deerfield, NH 03037
603-621-7196

EPPING

Whispering Pines I & II
70 Pleasant Street
Epping, NH 03042
603-679-2495

GREENFIELD

Greenfield Commons
826 Forest Road
Greenfield, NH 03047
603-547-2361

GREENVILLE

Ronald A. Philbrick Elderly Housing
54/56 Main Street
Greenville, NH 03048
603-878-3364

LANCASTER

Ice Pond Village
13 Ice Pond Road
Lancaster, NH 03584
603-788-2285

MANCHESTER

Sundance Village
1915 Front Street
Manchester, NH 03102
603-634-0033

Hallsville Court II

850 Hayward Street
Manchester, NH 03103
603-624-8321

Hallsville Court I

870 Hayward Street
Manchester, NH 03103
603-622-9693

Derryfield Village

628 Hanover Street Manchester,
NH 03104
603-521-7196

N. WOODSTOCK

Councilor Ray Burton Commons
10 Washington Drive
N.Woodstock, NH 03262
603-745-4989

NASHUA

Wagner Court
101 Burke Street
Nashua, NH 03060
603-595-0316

Davidson Landing

1 143 Ledge Street
Nashua, NH 03060
603-598-9846

Davidson Landing II

145 Ledge Street Nashua, NH
03060 603-598-9846

Salmon Brook

21 Lovell Road
Nashua, NH 03060
603-577-1306

J.B. Milette Manor

72 Vine Street
Nashua, NH 03060
603-595-1300

Streeter Shores

76 Temple Street
Nashua, NH 03060
603-881-5214

NORTH BERWICK, ME

Lucille M. Simpson Meadows
1 Simpson Way
North Berwick, ME 03906
207-676-3257

NORTHWOOD

The Meadows at Northwood
243 Bow Street
Northwood, NH 03261
603-942-8245

PITTSBURG

Echo Valley Village
20 Black Lake Road
Pittsburg, NH 03592
603-538-1122

PLYMOUTH

Pemi Commons
230 Fairgrounds Road
Plymouth, NH 03264
603-536-4684

RAYMOND

Ledgewood Commons
4 Ledgewood Lane
Raymond, NH 03077
603-895-0389

ROCHESTER

Chaplain Adrien
Chasse Village
11 Adrian Circle
Rochester, NH 03867
603-335-6062

Mayor Roland Roberge Manor

14 Adrian Circle
Rochester, NH 03867
603-330-3217

Laurel Terrace

21 McKinley Street
Rochester, NH 03867
603-335-2733

SUPPORTIVE HOUSING

Robinson House
49 Manchester St.
Manchester, NH 03101
603-627-9188

April 2025

National Fair Housing Month



March 2025

May 2025

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		CSFP Derry 1	CSFP Raymond 2		3 CSFP Nashua Housing Drops WIC Early Clinics Manchester & Nashua, 7am	4 5
6	WIC Late Clinics Manchester, Nashua & Seabrook, 7pm 7	8	CSFP Nashua 9		10	WIC Early Clinics Manchester, Derry & Nashua, 7am 11
13	CSFP Manchester Housing with Concord WIC Late Clinics Manchester, Derry & Nashua, 7pm 14	15	16		17	CSFP Manchester 18 WIC Early Clinics Manchester, Raymond & Nashua, 7am 19
20	WIC Late Clinics Manchester, Derry & Nashua, 7pm 21	CSFP Hillsborough & Antrim Drop 22	CSFP Nashua 23	CSFP Seabrook 24	25	CSFP Northwood & Newmarket WIC Early Clinics Manchester, Seabrook & Nashua, 7am 26
27	CSFP Greenville & Greenville Falls Drop WIC Late Clinics Manchester, Raymond & Nashua, 7pm 28	CSFP Greenfield & Peterborough 29	30	CSFP Manchester WIC STAFF DAY OFFICES CLOSED		



THEN:

NOW:



National Community Action Month

August 1964: Economic Opportunity Act is passed by Congress and signed into law by President Lyndon Johnson.

May 1965: CAPHR is chartered by the State of New Hampshire as the Community Action Agency for Hillsborough County serving the City of Nashua and the twenty-nine surrounding towns. Six other Community Action agencies are also designated in the state.

1968: The Community Action Agency for Hillsborough County becomes the Community Action Agency for the city of Manchester as well.

1971: The Community Action Agency for Hillsborough County is renamed Southern New Hampshire Services (CAPHR).

2011: Southern New Hampshire Services becomes the Community Action Agency for Rockingham County.



Signing of Opportunity Act, 1964



Gale Hennessey, Executive Director 1967-2016

May 2025, CAPHR Celebrates 60 years!

Southern New Hampshire Services, Inc. is now doing business as Community Action Partnership Hillsborough and Rockingham Counties (CAPHR) to better identify our partnership with the 1,000 Community Actions across America!



Gov. Christopher Sununu
May Community Action
Month Proclamation 2024



New Opportunity Center opens in October 2024

May 2025

National Community Action Month



April 2025

June 2025

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SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

					1	CSFP Deliveries Nashua Housing	2		3				
	4	WIC Late Clinics Manchester, Nashua & Seabrook, 7pm	5	CSFP Derry	6	CSFP Weare & Goffstown	7	CSFP Raymond	8	CSFP Manchester	9		10
MOTHER'S DAY	11	CSFP CAPHR Deliveries WIC Late Clinics Manchester, Derry & Nashua, 7pm	12	CSFP Hillsborough & Antrim Drop	13		14		15	CSFP Nashua	16		17
	18	CSFP Milford & Drops WIC Late Clinics Manchester, Derry & Nashua, 7pm	19	CSFP Salem & Plaistow	20	CSFP Seabrook	21	CSFP Manchester	22	WIC Early Clinics Manchester, Seabrook & Nashua, 7am	23		24
	25	MEMORIAL DAY	26		27	CSFP Nashua	28	CSFP Exeter & Whispering Pines	29	CSFP Portsmouth & Proxies	30		31
		CAPHR OFFICES CLOSED					 CELEBRATES 60 YEARS!			WIC Early Clinics Manchester, Derry & Nashua, 7am			



THEN:

NOW:

Summer Food Service Program

The Summer Food Service Program (SFSP) ensures that at-risk children and teens have access to healthy meals and snacks during the summer months when school is not in session. During the school year, 22 million children receive free or reduced lunches. SFSP was designed to fill these children's gaps during the summer months. Sponsored by the United States Department of Agriculture (USDA), beginning in 1978, the Summer Food Service Program provides breakfast, lunches, and snacks in safe, supervised areas such as parks, pools, and recreation centers for any child 18 years of age or younger that comes to the location.



In 1985 we began operating the Hillsborough County Summer Food Program. We prepared lunches daily and delivered them to Manchester, Nashua, and towns in Hillsborough County. As the nutritional needs of youth became increasingly evident, breakfasts were added to the program in 1995.

In 1998 breakfasts, lunches, and snacks were served.



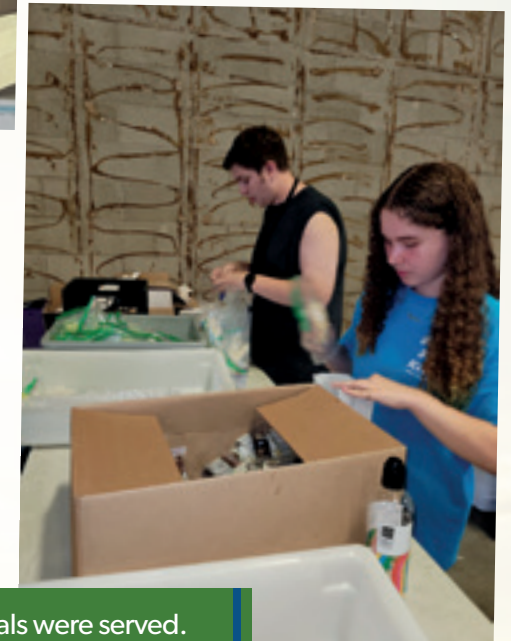
Long before becoming Innovation and Strategy Director, Katie Dunfey helped prepare meals for the Summer Food program.

CAPHR has been a doorway to this program in communities within Hillsborough, Rockingham, Strafford, Merrimack, and Carroll Counties. Over the years, our sister Community Action Agencies have assumed the operations in their areas, with additional collaborative partners in an effort to provide nutrition to our youth most in need. This program is still in operation today and had its greatest

impact when the COVID pandemic hit and families were struggling in unprecedented ways.



Janet Trudel (center) retired after 36 years of preparing meals for the Child Development and Summer Food Programs



In Hillsborough County 24,217 meals were served.
In Rockingham County, 3,535 meals were served.

June 2025

National Fresh Fruit and Vegetables Month



May 2025

July 2025

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18	19	20	21	22	23	24	20	21	22	23	24	25	26
25	26	27	28	29	30	31	27	28	29	30	31		

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
1	WIC Late Clinics Manchester, Nashua & Seabrook, 7pm	2 CSFP Derry WIC STAFF DAY OFFICES CLOSED	3 CSFP Raymond	4	5	6 CSFP Nashua Housing Drops WIC Early Clinics Manchester, Derry & Nashua, 7am	7
8	CSFP Nashua WIC Late Clinics Manchester, Derry & Nashua, 7pm	9 CSFP Greenfield Drop & Peterborough Tailgate	10	11	12	13 CSFP Manchester WIC Early Clinics Manchester, Raymond & Nashua, 7am	14
FATHER'S DAY	15 CSFP Manchester Housing with Concord WIC Late Clinics Manchester, Derry & Nashua, 7pm	16 CSFP Hillsborough & Antrim Drop	17	18	19	20 WIC Early Clinics Manchester, Seabrook & Nashua, 7am	21
22	WIC Late Clinics Manchester, Raymond & Nashua, 7pm	23 CSFP Greenville & Greenville Falls Drop	24	25 CSFP Nashua	26 CSFP Seabrook	27 CSFP Manchester WIC Early Clinics Manchester, Derry & Nashua, 7am	28
29	CSFP Northwood & Newmarket WIC Late Clinics Manchester & Nashua, 7pm	30					



THEN:

NOW:

Weatherization Assistance Program (WAP)

WAP was born out of the 1973 oil crisis when unemployment and energy prices were exceptionally high. Energy conservation measures emerged as one of the nation's top priorities. In 1976, Congress passed the Energy Conservation Policy Act and WAP became an official program.

The first decade of WAP saw weatherization crews focus on the fundamentals of air sealing, installing insulation, and caulking.

As the program expanded its services through the 1980s and 1990s, so did its understanding of building science and the home as an entire system. New testing technologies such as infrared cameras, pressure diagnostics, and blower doors, allowed auditors to see into homes in a new way.



*Ryan Clouthier, Chief Operating Officer,
began his career as an Energy Auditor*



In 2024, we served 310 households in Hillsborough and 238 in Rockingham with weatherization services. Our team is adapting to new technology by learning practical weatherization techniques, exploring innovative energy solutions, discovering career paths in the energy field, and learning to provide the best solutions for our clients.

On Weatherization Day, the team learned about new technology. In the photo, a demonstration related to the stack effect in a building is being watched.



Households served: 548

July 2025

CAPHR Adult Education Month



June 2025

August 2025

1	2	3	4	5	6	7						1	2
8	9	10	11	12	13	14	3	4	5	6	7	8	9
15	16	17	18	19	20	21	10	11	12	13	14	15	16
22	23	24	25	26	27	28	17	18	19	20	21	22	23
29	30						24	25	26	27	28	29	30
							31						

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY		
		CSFP Derry 1		2	3	INDEPENDENCE DAY 4 CAPHR OFFICES CLOSED	5	
6	CSFP CAPHR Deliveries WIC Late Clinics Manchester, Nashua & Seabrook, 7pm	7	CSFP Salem & Plaistow 8	CSFP Raymond 9	CSFP Nashua 10	CSFP Deliveries Nashua Housing WIC Early Clinics Manchester, Derry & Nashua, 7am	11	12
13	WIC Late Clinics Manchester, Derry & Nashua, 7pm	14	CSFP Weare & Goffstown 15		16	17	CSFP Manchester 18 WIC Early Clinics Manchester, Raymond & Nashua, 7am	19
20	WIC Late Clinics Manchester, Derry & Nashua, 7pm	21	CSFP Hillsborough & Antrim Drop 22	CSFP Nashua 23	CSFP Milford & Drops 24	25	CSFP Seabrook 25 WIC Early Clinics Manchester, Seabrook & Nashua, 7am	26
27	WIC Late Clinics Manchester, Raymond & Nashua, 7pm	28	CSFP Exeter & Whispering Pines 29	CSFP Manchester 30	CSFP Portsmouth & Proxies 31			



THEN:

NOW:

Low Income Home Energy Assistance Program (LIHEAP)

Energy Program — Since the major recession in 1975 Congress established many programs including the Emergency Energy Conservation Program which provided a broad array of energy-related activities. Many were designed to provide relief from the high costs of energy. From temporary relief programs to crisis intervention programs to a targeted lifeline program, and others, the programs that have stayed the course and demonstrated the greatest benefits are the ones you will find described here that are still in operation today.

Low-Income Home Energy Assistance Program (LIHEAP) Sometimes referred to as Fuel Assistance Program (FAP)

Since 1980, thanks to funding from the U.S. Department of Health and Human Services, New Hampshire residents of low-income, including elderly or disabled, are provided financial assistance needed to pay for vital heating and utility expenses through the colder months. LIHEAP also offers case management to develop a plan to achieve increased financial self-sufficiency to avoid energy-related emergencies such as running out of heating fuel.

Neighbor Helping Neighbor

Neighbor Helping Neighbor (NHN) is a non-profit, 501(c)(3) charitable corporation created in 1986 to help utility customers who experience some sort of emergency or financial hardship but are unable to qualify for other government-funded energy assistance programs such as LIHEAP. The board of directors is made up of representatives from the participating utilities and the five (5) Community Action Partnerships (CAPs) across the state.

NHN provides utility assistance to prevent customers of participating utilities from having their utility service disconnected.

The LIHEAP program, also known as the Fuel Assistance Program, continues to help eligible participants with heating costs using funds from the Department of Energy distributed by local Community Action Programs. Benefits depend on household size, income, and heating fuel type. In emergencies, the program arranges fuel delivery or provides referrals for additional aid. The Electric Assistance Program (EAP) offers monthly discounts on electric bills for eligible customers of certain utilities, including renters, subsidized renters, and homeowners.



Client: "On behalf of our disabled son, we want to thank you for your assistance with electric and fuel costs. This is the first year we have applied, and we greatly appreciate your assistance."



Client: "I am so thankful for your help. This took a significant amount of stress off of me. Thank you very much for the help with fuel and electric assistance."



Client: "I had great fear in applying for fuel assistance this past spring. Everyone was very kind and helpful and made the process less stressful. Thank you!"

Fuel households served: 10,681
Total fuel benefit value: \$10,214,122
Average benefit per household: \$956.29

Electric households served: 13,331
Total electric benefit value: \$5,996,647
Average benefit per household: \$449.83

August 2025

Family Literacy Month
Low Income Home Energy Assistance Program Action Month



July 2025

September 2025

		1	2	3	4	5		1	2	3	4	5	6
6	7	8	9	10	11	12	7	8	9	10	11	12	13
13	14	15	16	17	18	19	14	15	16	17	18	19	20
20	21	22	23	24	25	26	21	22	23	24	25	26	27
27	28	29	30	31			28	29	30				

								CSFP Nashua Housing Drops	1		2	
								WIC Early Clinics Manchester, Derry & Nashua, 7am				
	3	WIC Late Clinics Manchester, Nashua & Seabrook, 7pm	4	CSFP Derry	5	CSFP Raymond	6		7	CSFP Manchester	8	9
				WIC STAFF DAY OFFICES CLOSED						WIC Early Clinics Manchester, Derry & Nashua, 7am		
	10	CSFP Manchester Housing with Concord	11		12	CSFP Nashua	13	CSFP Greenfield & Peterborough	14	CSFP Northwood & Newmarket	15	16
		WIC Late Clinics Manchester, Derry & Nashua, 7pm								WIC Early Clinics Manchester, Raymond & Nashua, 7am		
	17	WIC Late Clinics Manchester, Derry & Nashua, 7pm	18	CSFP Greenville & Greenville Falls Drop	19		20		21	CSFP Manchester	22	23
										WIC Early Clinics Manchester, Seabrook & Nashua, 7am		
	24	WIC Late Clinics Manchester, Raymond & Nashua, 7pm	25	CSFP Hillsborough & Antrim Drop	26	CSFP Nashua	27	CSFP Seabrook	28	WIC Early Clinics Manchester, Derry & Nashua, 7am	29	30
31												



THEN:

As Community Action Programs were created as part of the “War on Poverty,” we know that a successful career is the single best direct roadmap for economic independence for those we serve. To that end, since 1974 we have operated many different programs designed to help train, educate, and provide the support to help our clients overcome barriers to successful and meaningful employment.

Early programs included **Neighborhood Youth Corps** that provided high school age youth from families of low-income work during the summer; and the **Comprehensive Employment and Training Act (CETA)**, a training program the included classroom instruction and on-the-job-training.

In 2000 we were selected to serve as a major partner in the delivery of the NH Employment Program (NHEP). This became the primary welfare reform effort designed to promote economic independence. Partners in this effort included the NH Department of Health and Human Services and the NH Department of Employment Security to form interagency teams. These teams were located at thirteen (13) locations throughout the state.

From 2004 until 2010 we operated the **Families @ Work (F@W)** program, which was funded by the State of NH Department of Health and Human Services. F@W worked with families who were exiting the Temporary Assistance for Needy Families (TANF) benefit program due to employment to ensure that they retained employment and did not return to TANF.

In 1998 the **Workforce Investment Act (WIA)** was enacted. At that time, we contracted with the NH Department of Resources and Economic Development to provide those services. In 2014 WIA was replaced by the **Workforce Innovation and Opportunity Act (WIOA)**. We continue to contract with the State through the NH Department of Business & Economic Affairs, Office of Workforce Opportunity, to be the statewide operator of the Department of Labor (DOL) WIOA Adult program.

Workforce

English for New Americans (ENA) started at the Latin American Center as English for Speakers of Other Languages (ESOL) classes in 1997. Over the years different locations and funding sources allowed this work to continue. Currently, we contract with the NH Department of Education, NH Adult Education to serve as the operator of the English for New Americans (ENA) program in Manchester. ENA provides ESOL classes for refugees, immigrants, and visitors from many other countries to come together to practice reading, writing, listening, and speaking the English language. Classes offer practical English for living and working in the community as well as conversing with friends and neighbors.



September 2025



August 2025

October 2025

					1	2					1	2	3	4
3	4	5	6	7	8	9	5	6	7	8	9	10	11	
10	11	12	13	14	15	16	12	13	14	15	16	17	18	
17	18	19	20	21	22	23	19	20	21	22	23	24	25	
24	25	26	27	28	29	30	26	27	28	29	30	31		
31														

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

	LABORDAY 1	CSFP Derry 2	CSFP Raymond 3		4	CSFP Deliveries Nashua Housing WIC Early Clinics Manchester, Derry & Nashua, 7am	5		6	
	CAPHR OFFICES CLOSED									
7	WIC Late Clinics Manchester, Derry & Nashua, 7pm	8	CSFP Salem & Plaistow	9	CSFP Nashua	10	CSFP Weare & Goffstown	11	12	13
14	CSFP CAPHR Deliveries WIC Late Clinics Manchester, Derry & Nashua, 7pm	15	CSFP Milford & Drops	16	17	18	CSFP Manchester	19	20	
							WIC Early Clinics Manchester, Seabrook & Nashua, 7am			
21	CSFP Exeter & Whispering Pines WIC Late Clinics Manchester, Raymond & Nashua, 7pm	22	CSFP Hillsborough & Antrim Drop	23	CSFP Nashua	24	CSFP Seabrook	25	26	27
								CSFP Portsmouth & Proxies WIC Early Clinics Manchester, Derry & Nashua, 7am		
28	WIC Late Clinics Manchester & Nashua, 7pm	29	CSFP Manchester	30						



Workforce

NOW:



The **Workforce Innovation and Opportunity Act (WIOA)** Adult program provides eligible adults with professional career counseling and access to a wide range of employment and training-related services. This includes tuition assistance and support services that can

help eliminate various barriers to employment. This

helps participants increase their earning potential and helps NH employers meet their workforce needs. Those receiving public assistance, those of low income, those who are basic skills deficient, veterans, and eligible spouses of veterans are a priority of service.

We are a proud member of the NH Works system, an American Job Center Network. This partnership includes the NH Department of Business & Economic Affairs, NH Department of Education, NH Employment Security, NH Department of Health & Human Services, Senior Community Services Employment Program, and the Community College System of New Hampshire.

ENA provides ESOL classes for refugees, immigrants, and visitors from many other countries to come together to practice reading, writing, listening, and speaking the English language. Classes offer practical English for living and working in the community as well as conversing with friends and neighbors. Each class addresses the needs of each student's levels of English proficiency from beginner to advanced and also offers advancement in basic computer skills for enrolled students. Citizenship classes are offered and open to anyone needing help preparing to take the exam to become a naturalized American citizen.

Each class meets twice a week on alternate days with morning and evening options available to fit student schedules. Classes and registration are open year-round. In 2024 the previously mentioned New Hampshire Employment Program (NHEP) had its most significant change. The new program, named the **Strengthening Citizens and Businesses for Economic Mobility (referred to as Career Advancement Services)** shares the same outcome goals as the prior grant, but the approach was changed. In addition, it was no longer operated with a single provider statewide, instead, five (5) distinct regions were created.

We have been contracted by the Department of Health and Human Services, Division of Economic Stability, to serve as the operator of three (3) of those regions: Concord/Laconia, Rochester/Seacoast, and Berlin/Conway/Littleton. The program much like

the former NHEP program, continues to provide workforce development services focused on assisting current, transitioning, and former NHEP/TANF participants in obtaining career advancement support services and opportunities that will assist them in achieving continued upward economic mobility.

Your Money In "Action"

Understanding financial literacy and budgeting is a central tool for families who are taking steps toward becoming financially independent. We have always provided services to those we serve to help them better understand budgeting. Like many programs, the names and funders change but the goal remains the same. Individuals of our current program, Your Money in Action (YMIA), are empowered to take charge of their financial situation and move forward with the skills to maintain a better financial balance.

We work with each participant through a holistic coaching strategy starting with an assessment of the family's needs, goal setting, and support from our other programs and community partners as needed.

This three-part course provides assignments to help reflect on the information they receive in the course and begin to apply the principles to their own lives: financial goal setting, budgeting, saving, and banking education along with debt resolution and credit score improvement.



Partners: "When two organizations with a common goal work together, the opportunities are endless. Our partnership with Southern NH Services is a model for how organizations can work together on the common goal of improving people's lives through education and training. Their commitment to registered apprenticeship and the well-being of apprentices is truly amazing. It is a rare occasion that an apprentice starts a program without having any contact with one of SNHS navigators. ApprenticeshipNH is truly appreciative of our partnership, and we look forward to our continued collaboration."

- Anne Banks, Apprenticeship Programs Manager

October 2025



September 2025

November 2025

	1	2	3	4	5	6							1	
7	8	9	10	11	12	13		2	3	4	5	6	7	8
14	15	16	17	18	19	20		9	10	11	12	13	14	15
21	22	23	24	25	26	27		16	17	18	19	20	21	22
28	29	30						23	24	25	26	27	28	29
							31							

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1		2 CSFP Nashua Housing Drops WIC STAFF DAY OFFICES CLOSED	3 4
5	WIC Late Clinics Manchester, Seabrook & Nashua 7pm	6 CSFP Derry	7	8 CSFP Raymond	9 CSFP Nashua	10 11 CSFP Northwood & Newmarket WIC Early Clinics Manchester, Derry & Nashua, 7am
12	COLUMBUS DAY CAPHR OFFICES CLOSED	13 CSFP Hillsborough & Antrim Drop	14	15	16	17 18 CSFP Manchester WIC Early Clinics Manchester, Raymond & Nashua, 7am
19	20 CSFP Manchester Housing with Concord WIC Late Clinics Manchester, Derry & Nashua, 7pm	CSFP Greenfield & Peterborough	21	22 CSFP Nashua	23 CSFP Greenville & Greenville Falls Drop	24 25 WIC Early Clinics Manchester, Seabrook & Nashua, 7am
26	27 WIC Late Clinics Manchester, Raymond & Nashua, 7pm	28	29 CSFP Manchester	30 CSFP Seabrook	31 HALLOWEEN WIC Early Clinics Manchester, Derry & Nashua, 7am	

THEN:

NOW:

Head Start

We opened the first Head Start program in 1965 at White Wing School in Nashua which was housed at the Unitarian Universalist Church on Lowell Street. Forty-five (45) children were enrolled in the first program.

A few years later Manchester Community Action became part of our agency, and we were renamed Southern NH Services, Inc.



35th Anniversary of Head Start at Silver Street

2011 Rockingham Community Action became part of our agency and their programs including Head Start became our responsibility.



Early graduates of Head Start



Donnalee (Burton) Lozeau, current CEO, with her favorite teacher in the first Head Start class of the agency.

Over the next two decades, Head Start expanded throughout Hillsborough County and we began to provide what was called "wrap around" Head Start. This meant we added child care services so that children could have full day care. In

Head Start provides comprehensive child development services that foster children's growth in social, emotional, cognitive, and development, and monitor their progress in these areas to ensure that they are well-prepared for kindergarten.

Early Head Start Early Head Start programs provide family-centered services for families of low-income with very young children. These programs are designed to promote the development of the children and to enable their parents to fulfill their roles as parents and to move toward self-sufficiency.

Full Day Child Care For parents in need of child care during the work week, we offer full-day and extended-day child care for infants, toddlers, and preschool children. These programs provide nutritious breakfasts, lunches, and snacks while also working with families to address the special health and nutritional needs of each child.

We are pleased to provide classrooms at local schools and colleges including: **Manchester Community College (MCC), West High School, and Nashua Community College (NCC)** providing the same quality of care and education while providing hands on experience to high school and college students pursuing child development careers.

Silver Street Parent/Guardian: "The program (Head Start/ Early Head Start) has been good for my child. He has learned many things earlier than my older child. Some things I noticed he has learned are listening, sharing, caring and following directions. Also, the program helps him with emotional growth."

Seabrook Parent/Guardian: "Head Start made it possible for me to start working and in doing so I was also given the opportunity to return to school to become a teacher. Only made possible from this program."



Head Start students witnessing the process of caterpillars metamorphosing into butterflies.

- 11 Centers
- 9 Infant/Toddler Classrooms

- 21 Preschool Classrooms
 - 2 four-hour classrooms
 - 12 six-hour classrooms
 - 5 Head Start classrooms with extended child care option
 - 2 Child Care-only classrooms

November 2025

National Homeless Awareness Month



October 2025

December 2025

			1	2	3	4													
5	6	7	8	9	10	11													
12	13	14	15	16	17	18													
19	20	21	22	23	24	25													
26	27	28	29	30	31														

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

																			1
	2	CSFP CAPHR Deliveries WIC Late Clinics Manchester, Seabrook & Nashua 7pm	3	CSFP Derry	4	CSFP Weare & Goffstown	5		6		7	CSFP Deliveries Nashua Housing WIC Early Clinics Manchester, Derry & Nashua, 7am							8
	9	CSFP Nashua WIC Late Clinics Manchester, Derry & Nashua, 7pm	10	VETERANS DAY CAPHR OFFICES CLOSED	11	CSFP Raymond	12	CSFP Portsmouth & Proxies	13	CSFP Manchester	14	WIC Early Clinics Manchester, Raymond & Nashua, 7am							15
	16	CSFP Hillsborough & Antrim Drop WIC Late Clinics Manchester, Derry & Nashua, 7pm	17	CSFP Salem & Plaistow	18		19		20	CSFP Manchester	21	WIC Early Clinics Manchester, Seabrook & Nashua, 7am							22
	23	CSFP Nashua WIC Late Clinics Manchester, Raymond & Nashua, 7pm	24	CSFP Exeter & Whispering Pines and Seabrook	25	CSFP Milford	26	THANKSGIVING DAY CAPHR OFFICES CLOSED	27	DAY AFTER THANKSGIVING CAPHR OFFICES CLOSED	28								29
30																			



Through the Years...



December 2025



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	
	WIC Late Clinics Manchester, Seabrook & Nashua 7pm	1 CSFP Derry	2 CSFP Raymond	3	4	5 CSFP Nashua Housing Drops WIC Early Clinics Manchester, Nashua & Derry, 7am	6
7	WIC Late Clinics Manchester, Derry & Nashua, 7pm	8	9 CSFP Hillsborough & Antrim Drop	10 CSFP Nashua	11 CSFP Seabrook	12 CSFP Manchester WIC Early Clinics Manchester, Raymond & Nashua, 7am	13
14	15 CSFP Manchester Housing with Concord WIC Late Clinics Manchester, Derry & Nashua, 7pm	16	17	18	19 CSFP Northwood & Newmarket WIC Early Clinics Manchester, Seabrook & Nashua, 7am	20	
21	22 CSFP Greenville & Greenville Falls Drop WIC Late Clinics Manchester, Raymond & Nashua, 7pm	23 CSFP Nashua	24	25 CHRISTMAS DAY CAPHR Offices Closed	26 FLOATING HOLIDAY CAPHR Offices Closed	27	
28	29 CSFP Greenville & Peterborough WIC Late Clinics Manchester, Derry & Nashua, 7pm	30 CSFP Manchester	31 WIC STAFF DAY OFFICE CLOSED	BAD WEATHER PROCEDURES Cancellations are listed on WMUR's website: WMUR.com and our website CAPHR.org . Decisions on cancellations are made by 5:00am			

Through the Years...



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To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

SNHS is an equal opportunity provider and employer.



ROCKINGHAM COUNTY RESOURCE CENTERS

Derry: 9 Crystal Avenue
(603) 965.3029 | (855) 295.4105

Portsmouth: 4 Cutts Street
(603) 431.2911 | (800) 556.9300

Raymond: 55 Prescott Road
(603) 895.2303 | (800) 974.2303

Salem: 85 Stiles Road, Suite 103
(603) 893.9172 | (800) 939.9172

Seacoast: 146 Lafayette Road, Seabrook
(603) 474.3507 | (800) 979.3507



ADMINISTRATIVE OFFICE

40 Pine St., Manchester; Mailing Address: P.O. Box 5040
Manchester, NH 03108-5040

(603) 668.8010 / (800) 322.1073
Hard of Hearing: (800) 877.8399

Manchester Opportunity Center

130 Silver Street, Manchester

caphr.org

Please find Senior Housing Locations on April Calendar page

HILLSBOROUGH COUNTY RESOURCE CENTERS

Manchester: 40 Pine Street
(603) 668.8010 | (800) 322.1073

Nashua: 134 Allds Street
(603) 889.3440 | (877) 211.0723

Peterborough: 9 Vose Farm Road, The River Center
(603) 924.2243 | (877) 757.7048

Hillsborough: 4 Church Street
(603) 464.5835

Milford: 1 Columbus Avenue
(603) 924.2243 | (877) 757.7048

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