

Tri-County Community  
Action Programs, Inc.

*Annual Report*

FY18



# Greetings

## Ceo & Board Chair Message

Since 1965, Tri-County Community Action Programs, Inc., has offered real solutions to the complex problem of poverty in Northern New Hampshire. Our family of programs provides access to critical services and supports essential to the health and well-being of North Country families. The work we do is grounded in the promise of Community Action and the belief that opportunity creates pathways to prosperity. Community Action brings everyone to the table:



our strength as a community action agency lies in our service to others and how we contribute to forging new pathways that build strong families and strong communities. We are thankful for the support of our community partners, and community leaders on all levels, who have helped us accomplish our goals.

Looking to the future, Tri-County CAP is exploring how to best meet the emergent needs of our region. With information gathered through our comprehensive Community Needs Assessment, we are embarking on a new strategic plan and writing the next chapter of our history. We are more determined than ever to fulfill our commitment to those we serve by advocating for services, policies, and economic supports that will enhance opportunities for low income families in our area. Tri-County CAP has never been healthier

“*Tri-County CAP has never been healthier as an organization or more capable of being a responsive and responsible steward of public and private funds.*”

as an organization, or more capable of being a responsive and responsible steward of public and private funds.

On behalf of the Tri-County CAP family of programs, our dedicated employees, Board Members, and the people we serve, thank you for your continued support of our mission.

All the best,

**Jeanne L. Robillard**  
Chief Executive Officer

**Sandy Alonzo**  
Chair, Board of Directors



## FY18/19 Highlights

- 1 Completion of a comprehensive Community Needs Assessment for Coos, Carroll and Grafton Counties.
- 2 Meeting, or exceeding, our strategic goals for TCCAP's financial ratios.
- 3 Building positive working capital to sustain our programs in leaner times.
- 4 Clean audit for the fourth year in a row, maintaining our status of low risk auditee.
- 5 Designated in GuideStar for Non-Profits as a Gold Star organization.
- 6 All matters related to Tri-County CAP's Receivership of 2012 were resolved, concluded and closed in FY19.
- 7 Our fifteen programs at 52 Point-of-Access service sites served over 24,000 individuals and families.
- 8 We continue our commitment to invest in our employees through comprehensive compensation and opportunities for advancement.

### Senior Staff

Jeanne Robillard, **Chief Executive Officer**  
Regan Pride, **Chief Operations Officer**  
Randall Pilotte, **Chief Financial Officer**  
Joe Rodgers, **Human Resources Director**

### Board of Directors

Sandy Alonzo, **Board Chair**  
Dino Scala, **Vice Chair**  
Cathy Conway, **Board Treasurer**  
Gary Coulombe, **Board Secretary**  
Anne Barber  
Michael Dewar  
Karolina Brzozowska  
Linda Massimilla  
Tricia Garrison  
Richard McLeod

### Finance Committee

Samantha Young  
Julie Davis  
Cathy Conway

### Division Directors

Betty Gilcris, **Head Start**  
Brenda Gagne, **Tri-County Transit**  
Christina Ferraro, **Clinical Services**  
Dawn Ferringo, **Prevention Services**  
Jerry Milliken, **Weatherization & Workforce**  
Mike Kassin, **Information Technology Director**  
Ryan Somerfield, **Energy, Elder & Outreach**



# About Tri-County CAP

Community Action Agencies nationwide have a rich and robust history of serving as the first line of defense in combating poverty across America. Tri-County Community Action Programs, Inc., (Tri-County CAP or TCCAP) is proud to be part of the National Community Action Partnership. We've been helping people and changing lives since 1965. Our array of fifty-five different services offered at fifty-two point-of-access service sites in Coos, Carroll and Grafton County assist over 24,000 individuals and families every year. For many of

## Our Mission

Tri-County CAP is dedicated to improving the lives and well-being of New Hampshire's people and communities. We provide opportunities and support for people to learn and grow in self-sufficiency and to get involved in helping their neighbors and improving the conditions in their communities.

the families we serve, Tri-County CAP programs are the difference between struggling to survive and the opportunity to experience self-sufficiency. What makes Tri-County CAP, and all Community Action Agencies, unique is our ability to adapt the type of services we offer to reflect changing community needs, emergent issues, and gaps in service. Our programs address the complex and multi-tiered needs of vulnerable, low income populations through a comprehensive Whole Family

Approach. We support the entire household, administering multi-generational programs designed to meet the needs of all the family members. The families that we help participate on our boards, inform our services, and are involved in the planning, oversight and evaluation of our programs. Tri-County Community Action Programs build strong communities for the future by mobilizing resources today.



## Strategic Overview

### Initiative 1: Expanding the Impact of our Services

- Conduct community assessments to better meet community needs
- Increase awareness of our services through outreach to vulnerable populations
- Expand revenue sources to ensure future sustainability
- Increased communication and collaboration with partners

### Initiative 2: Increasing our Financial Strength

- Maintain a 60 day cash reserve to sustain programs
- Centralize certain necessary functions to increase agency efficiency
- Increase program performance through measurable metrics
- Improve reporting systems, technology, and software infrastructure

### Initiative 3: Bringing out the Best in our People

- Standardize compensation across all programs
- Utilize performance evaluations for professional development
- Improve and expand menu of fringe benefits
- Show appreciation to our employees through recognition and incentives



## Our Priorities

### Early child development & education

Through Head Start and our participation in coalitions that support early childhood focused programs.

### Building safer, healthier and more accessible communities

Through domestic and sexual violence prevention programs, Tamworth Dental Center, Tri-County Transit and our participation in statewide coalitions, advocacy, local service delivery networks and community initiatives.

### Support for healthy aging

Through our Senior Meals, ServiceLink, Senior Wheels, Retired Senior Volunteer Program (RSVP), advocacy and participation in statewide coalitions.

### Economic security and opportunity

Through our Fuel and Electric Assistance Programs, Weatherization, Guardianship, Homeless Services and Workforce Development.

## Helping people, Changing lives

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.





# A Family of Programs



## Energy, Elder & Outreach

### Energy Assistance Services

#### Fuel & Electric Assistance

Energy Assistance Services helps keep families safe and healthy through initiatives that assist families with energy costs.

Coos County: (603) 752-3248  
Carroll County: (603) 323-7400  
Grafton County: (603) 968-3560

### RSVP

#### Coos Retired Senior Volunteer Program

RSVP is one of the largest volunteer networks in the nation for people 55 and over.

Main Office: (603) 752-4103  
610 Sullivan Street Berlin, NH  
rsvp@tccap.org  
FB@CoosRSVP

## Senior Meals of Coos County & Senior Center of Coos County

The Senior Center and Senior Meals offer older adults options for socialization, nutrition, fitness, creativity and education.

Admin: (603) 752-3010  
Berlin: (603) 752-2545  
Colebrook: (603) 237-4957  
Whitefield: (603) 837-2424  
FB@SeniorMealsofCoosCounty

### ServiceLink

#### Aging & Disability Resource Counseling

ServiceLink helps individuals to access long term services, understand Medicare and Medicaid benefits, and provides support to caregivers.

Main Office: (603) 752-6407  
610 Sullivan Street Berlin, NH

## Head Start

Head Start promotes school readiness for children ages birth to five from low-income families. Head Start programs support the development of the whole child.

Berlin: (603) 752-5464  
Conway: (603) 447-5161  
Colebrook: (603) 237-8190  
Groveton: (603) 636-2625  
Littleton: (603) 444-6022  
Ossipee: (603) 539-5094  
Plymouth: (603) 536-1393  
Whitefield: (603) 837-3026  
Woodsville: (603) 747-4186  
FB@HeadStartTCCAP

*Get Involved*

Tell three friends why  
you support Tri-County CAP: over  
coffee, on the phone or on social media.

## Prevention

### Homeless Intervention & Prevention

Homeless Outreach identifies people who are unsheltered through direct outreach activities. Homeless Services provides assistance with attaining adequate shelter and community resources to support permanent housing.

Carroll County: (603) 323-7400 X 110  
Coos County: (603) 788-2683  
Northern Grafton County: (603) 444-0184  
Lower Valley Grafton County: (603) 443-6150  
FB@HomelessOutreachTBH

### The Support Center at Burch House

Support Center at Burch House provides support and emergency shelter to victims and survivors of Domestic and Sexual Violence and Stalking in 19 towns in Northern Grafton County.

Domestic & Sexual Violence Prevention  
24 Hour Toll-Free Hotline: 1-800-774-0544  
Shelter Services: (603) 444-0624  
Business Office: (603) 444-0184  
260 Cottage Street, Suite E Littleton, NH  
FB@supportatburchhouse

## Tyler Blain Homeless Shelter

Tyler Blain House alleviates immediate housing emergencies by providing temporary shelter and case management services to achieve permanent housing and self-sufficiency.

Main Office: (603) 788-2344  
56 Prospect Street Lancaster, NH  
FB@HomelessOutreachTBH

### Guardianship Services

#### Statewide Program

Guardianship Services works to identify and secure private and public benefits and services to promote the health, welfare, and independence of vulnerable populations.

Main Office: (603) 837-9561  
34 Jefferson Road Whitefield, NH  
Concord Office: (603) 224-0805

### Tamworth Dental Center

The Dental Center offers a full range of preventative, restorative and emergency dental services in a modern, state-of-the-art facility.

Sliding Scale Fees & Medicaid accepted  
Tamworth Office: (603) 323-7645  
448B White Mountain Highway Tamworth, NH  
FB@TamworthDentalCenterNH





# TCCAP Programs continued...



**Poverty must not be a bar to learning and learning must offer an escape from poverty.**

*Lyndon B. Johnson*

## Tri-County Transit

Tri-County Transit operates public transportation for elder, disabled, low income and the general public.

Berlin Office: (603) 752-1741  
31 Pleasant Street, Berlin NH  
tricountytransit.org  
FB@tricountytransit

## Weatherization & Workforce Development

### Weatherization

The Weatherization Program serves low income households that are vulnerable to high energy cost. Services include household energy improvements and energy conservation measures.

Main Office: (603) 326-6626

## Workforce Development NHEP

Workforce Development Programs assist individuals in building employment skills, career plans, and provides opportunities for career advancement.

Berlin Office: (603) 752-3500  
Tamworth Office: (603) 323-7321  
Littleton Office: (603) 444-2011

## Cornerstone Housing North

Cornerstone Housing North, Inc., is subsidized Senior Housing for individuals aged 62 and older. Qualified tenants pay 30% of their adjusted gross income.

Main Office: (603) 326-6626 x 101



By the Numbers:  
*Year in Review*



**Energy Assistance**  
10,761 Households served

**Retired Senior Volunteer Program**  
Logged 43,609 volunteer hours



**Senior Meals**  
128,782 meals served

### ServiceLink

5,125 people counseled



**Tri-County Transit**  
55,950 trips made

### Weatherization

Made \$1.2M+ in home improvements

### Workforce

288 clients served



**Head Start**  
217 students enrolled



**Guardianship**  
404 clients served

**Support Center at Burch House**  
638 survivors served



**Homeless Prevention**  
943 clients served

### Tyler Blaine House

2,920 shelter bed nights



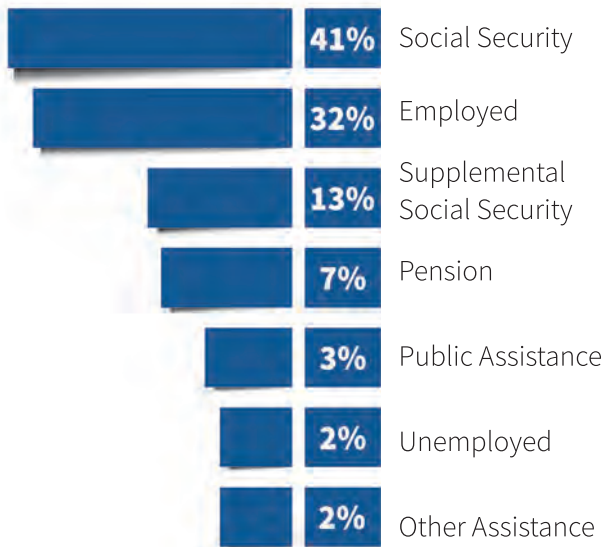
**Tamworth Dental**  
4,474 patients



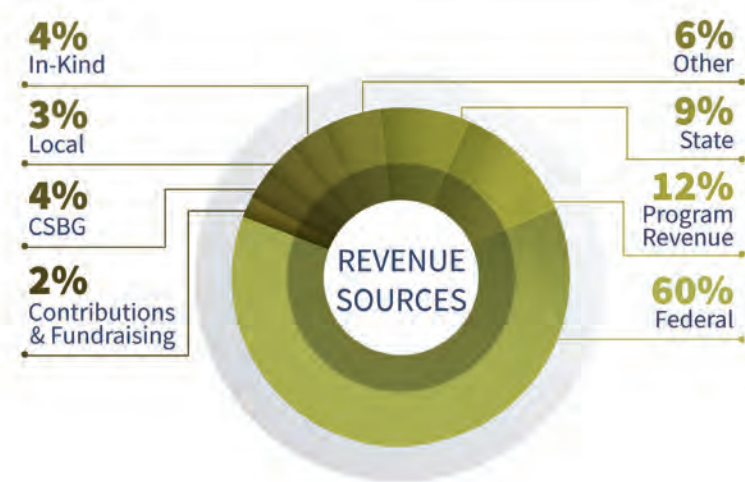
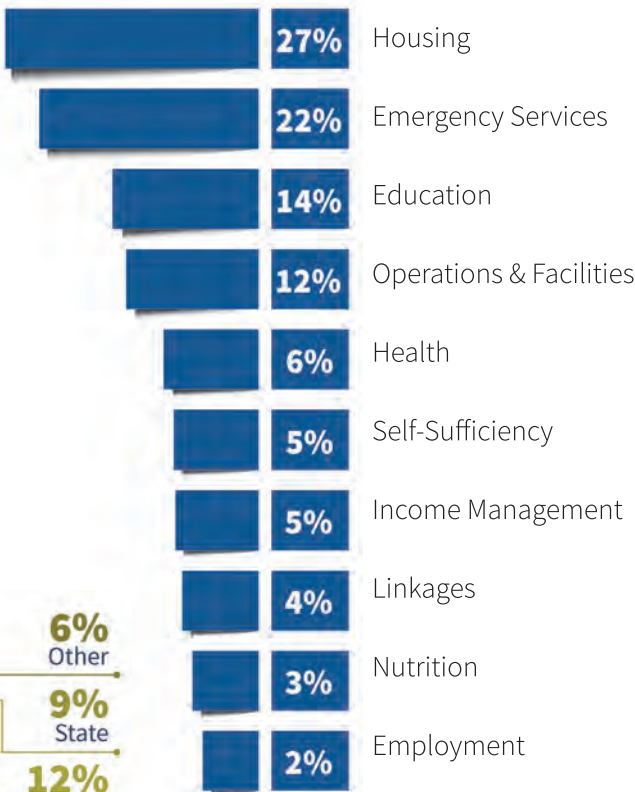
Who We  
*Serve*



## Income Sources of Service Population\*

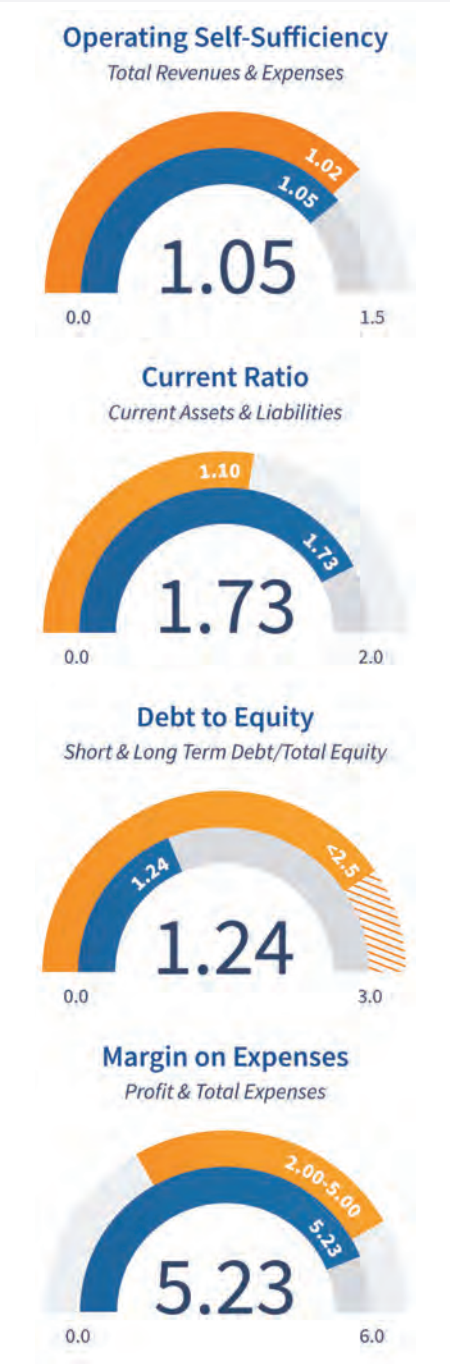


## TCCAP Services Provided by Service Type

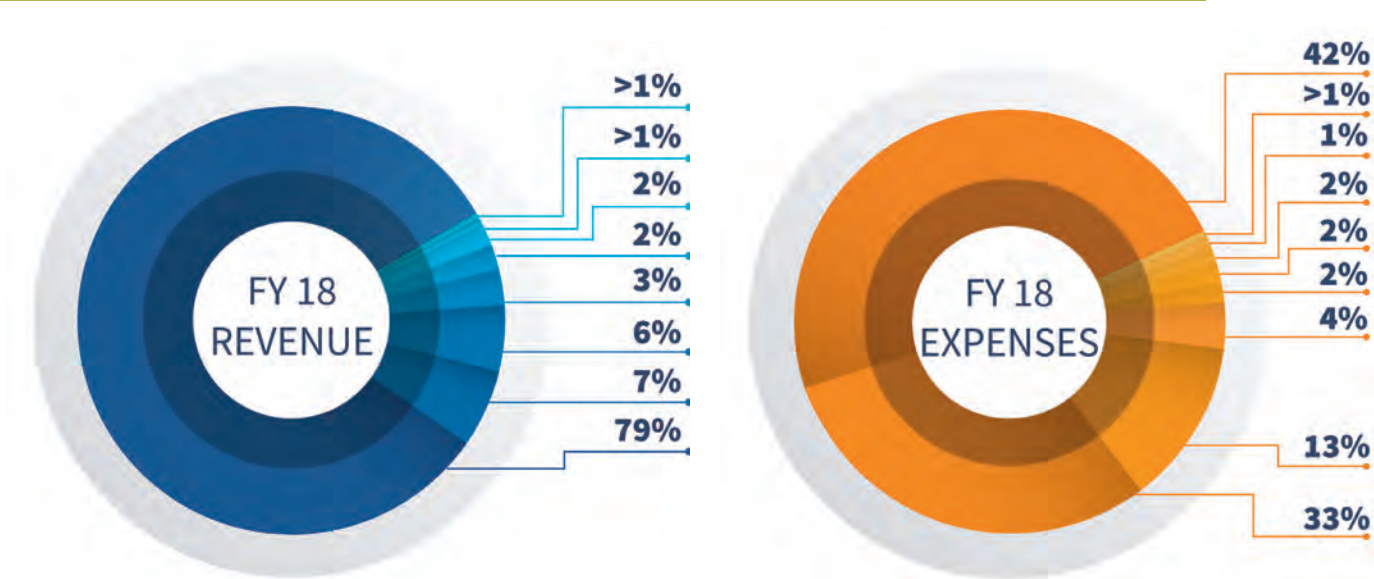


\*Statistics collected during FY17





# Financial Dashboard



Revenue		
Grants & Contracts	14,309,086	79%
Program Funding	1,259,037	7%
Utility Funding	1,079,361	6%
Rental Income	540,485	3%
Contributions	395,225	2%
In-Kind	351,187	2%
Other	126,222	>1%
Fundraising	59,536	>1%
<b>Total</b>	<b>18,120,139</b>	

Expenses		
Salaries & Benefits	7,297,887	42%
Assistance to Clients	5,736,265	33%
Supplies	2,226,940	13%
Occupancy	650,927	4%
Purchased/Professional	363,522	2%
Depreciation	396,981	2%
In-Kind	351,188	2%
Other	205,220	1%
Fundraising	8,023	>1%
<b>Total</b>	<b>17,236,953</b>	

## Balance Sheet

ASSETS	
Current Assets	
Cash	1,303,339
A/R	1,367,434
Inventories	87,569
Prepaid	25,640
<b>Total Current Assets</b>	<b>2,783,982</b>
Fixed Assets	
Property Plant & Equipment	10,002,815
Accumulated Depreciation	(4,476,183)
<b>Net Fixed Assets</b>	<b>5,526,632</b>
<b>Other Assets</b>	<b>587,860</b>
<b>TOTAL ASSETS</b>	<b>8,898,474</b>

LIABILITIES & NET ASSETS	
Current Liabilities	
Accounts Payable	236,743
Accrued Liabilities	1,185,717
<b>Total Current Liabilities</b>	<b>1,422,460</b>
<b>Other Liabilities</b>	<b>574,501</b>
<b>Long Term Liabilities</b>	<b>3,527,268</b>
<b>Total Current Liabilities</b>	<b>5,524,229</b>
NET ASSETS	
Unrestricted	2,556,454
Temporarily Restricted	817,791
<b>Total Net Assets</b>	<b>3,374,245</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>8,898,474</b>



## Community Service Block Grant

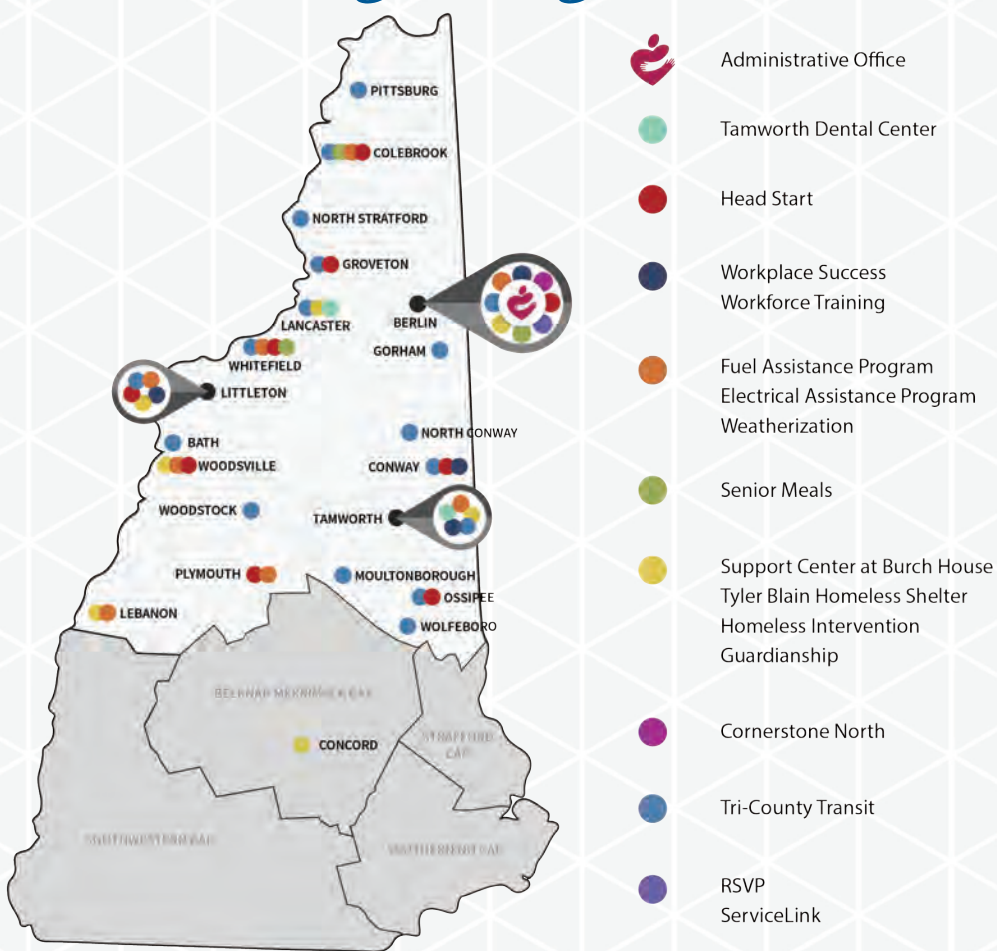
The Community Services Block Grant (CSBG) provides flexible, core funding to local Community Action Agencies to sustain programs that reduce poverty, revitalize low-income communities, and empower low-income families to become self-sufficient.



For every \$1 of CSBG, TCCAP leveraged **\$33.03** from state, local and private resources to assist Northern NH people.

# Tri-County Community Action Programs

## Point of Access *Service Sites*



Tri-County Community Action Program, Inc  
30 Exchange St, Berlin, NH 03570  
(603) 752-7001 | [www.tccap.org](http://www.tccap.org)  
[fb@TriCountyCommunityActionPrograms](mailto:fb@TriCountyCommunityActionPrograms)

