Dear Friends,

On behalf of the citizens of New Hampshire, I am delighted to congratulate Volunteer NH on another successful year of supporting and promoting volunteerism across New Hampshire.

Each year, Volunteer NH works to strengthen civic engagement across our state in partnership with the Corporation for National and Community Service and more than 450 local organizations. In May 2013, Volunteer NH brought volunteer managers, business leaders, national service members, and students together at the Governor’s Conference on Volunteerism to share best practices. In November, Volunteer NH brought the spirit of service to life with the Spirit of New Hampshire Awards, recognizing more than 3,345 volunteers. And as the state agency designated to manage volunteers and donations in times of disaster, Volunteer NH continues to prepare residents to help their neighbors in times of need.

Strong connections between citizens set the Granite State apart, representing what I like to call the “all-hands-on-deck” spirit of our people. We roll up our sleeves, pitch in, and work together to improve our communities, which are flourishing under the dedication and care of our residents, volunteers and the community organizations served by Volunteer NH. Volunteer NH has been a shining example of New Hampshire’s spirit of civic engagement, providing care in times of crisis and support in everyday life. Each year, Volunteer NH is forging new connections across the state and bringing thousands together to recognize the work of our volunteers.

Congratulations to Volunteer NH on another successful year of strengthening New Hampshire’s families and communities. I look forward to working with you over the coming year to continue to build a strong, engaged New Hampshire.

With every good wish,

Maggie Hassan
Governor

Margaret Wood Hassan
Governor
Dear Friends,

This year was a year of creative thinking and strategic expansion at Volunteer NH. One significant change was a shift in focus towards developing a whole community approach to our operations and fundraising. We worked to establish new partnerships in the private sector, foster collaboration in the nonprofit sphere, and create first in the country models to help grow our Community Emergency Response Teams (CERT) as an expansion of Citizen Corps across different areas of the state. At our annual Spirit of New Hampshire Awards, we kicked off the “Good Citizens Award”, a new monthly recognition of volunteers, given in partnership with Citizens Bank. In December 2013, we partnered with NH Businesses for Social Responsibility, and began co-hosting business roundtables focused on corporate volunteer programs. These new partnerships, and more, have been enormously valuable to our mission and our ability to promote service and volunteerism across New Hampshire.

Moving forward to 2014, Volunteer NH will:

- Continue our focus on business, building partnerships with the private sector that will serve as models for other businesses and other states;
- Host our First Annual Golf Tournament at Wentworth By The Sea Country Club, in Rye, NH as part of our diversified fundraising model;
- Increase statewide awareness of Volunteer NH, and the tools and resources we can offer to nonprofits, business, and volunteers across the state.

Sincerely

Pam Hall, Chair

Gretchen Berger-Wabuti, Executive Director

Pam Hall, Chair

2014 Board of Directors

Pam Hall, Chair  
Normandeanu Associates

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American Association of Retired People

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McIntire Business Products, Inc.

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Patricia Morris, P.L.L.C.

Representative Mel Myler  
NH State Representative

Kerri S. Tasker  
Laboe Associates, P.L.L.C.

Shireen Tilley  
Corporation for National and Community Service

Maria White  
American Red Cross
Volunteer NH Mission

Volunteer NH is a nonprofit organization with a mission to promote volunteerism and the tradition of service in New Hampshire. We are active in the community on many levels: serving as a central resource for individual volunteers and volunteer-supported organizations, providing oversight and funding to AmeriCorps service programs, supporting programs utilizing volunteers to serve the state’s most vulnerable citizens, and managing volunteers in disaster response. Volunteer NH offers trainings to volunteers and program administrators, provides recognition for outstanding volunteer service throughout the state, and offers to help match volunteers to the organizations that need their service through our online opportunity database, VRecruiter. Through this work, we leverage human power and provide opportunities for individuals to help make a marked impact!

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Volunteer NH Staff

- Gretchen Berger-Wabuti
  Executive Director
- Domenic DiNatale
  Emergency Services Director, NH Citizen Corps Director
- Andrea Johnston
  AmeriCorps Program Officer
- Charles Caldwell
  Administrative & Outreach Officer

2014 National Service Volunteers

- Joanna Albertson-Grove
  Relationship Development Coordinator, AmeriCorps VISTA
- Megan Seidell
  Resource Development Coordinator, AmeriCorps VISTA

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Contact Us

Volunteer NH
Doloff Building, 4th Floor
117 Pleasant Street, Concord, NH 03301
T. (603) 271-7200 • E. (603) 271-7203
www.volunteernh.org•info@volunteernh.org

www.facebook.com/VolunteerNH
www.twitter.com/VolunteerNH
www.youtube.com/VolunteerNH
Volunteering in America Report

Volunteerism is one of the most effective ways of making a positive impact in the community. Many communities rely on volunteers for essential needs in the fields of social services, health care, and emergency preparedness and response. A volunteer’s time and expertise can have an enormous impact, both for the individual and on the economy. Volunteer time in 2013 was valued at $22.86 per hour. The 2012 Volunteering and Civic Engagement in NH survey values the contribution of NH volunteers at $738.4 million. While the value of the time itself is impressive, when you put it into perspective you can see the positive impact on the community.

Volunteering is good for your career

People who volunteer have the opportunity to gain new skills and build leadership experience—both beneficial for job seekers. Volunteering can help to fill time between jobs, thus allowing for the maintenance and expansion of valuable workplace skills. Volunteers have a 27% higher likelihood of finding a job after being out of work than non-volunteers1. 81% of employers agree that volunteering strengthens relationships between colleagues2.

Volunteering is good for your health

Not only does volunteerism have a substantial effect on the community, but a study from the American Psychological Association shows that those who volunteer typically live longer and healthier lives than those who do not. Volunteers tend to feel better about their health too: 80% of volunteers say that they feel in control of their health2.

New Hampshire Numbers1

- 299,090 people volunteered, 28.4% of New Hampshire residents.
- New Hampshire volunteers contributed 33.4 million hours of service estimated at an impact of $738.4 million.
- 52.2% of residents donate to charity.

1Corporation for National and Community Service: Volunteering and Civic Life in America 2012-2013 survey
2United Health Group Health and Volunteering Study 2013
Statewide Impact

VRecruiter
VRecruiter, our online volunteer matching database. It is used to connect prospective volunteers to organizations that need their service. As of December 31st, 2013, we have 5,828 volunteers registered and 441 active agencies. These agencies have posted 629 volunteer opportunities with 452 opportunities being current referrals. The 2013 United Way Day of Caring highlights the impact of our VRecruiter system. On that day alone, more than 1000 volunteers participated in 129 opportunities. They served over 3,000 hours, worth over an estimated $68,580!

National Service Programs
In 2013, the Corporation for National and Community Service (CNCS) committed more than $7,310,000 to support New Hampshire communities through national service initiatives including: AmeriCorps State, AmeriCorps National, AmeriCorps NCCC, AmeriCorps VISTA and Senior Corps. These members often serve a full year giving back to their communities. Volunteer NH partners with CNCS to utilize AmeriCorps members throughout the state. In 2013 we made it possible for 159 members to receive a Segal Education award, with a net value of $760,790. In 2012-2013, 3,165 people participated in New Hampshire's National Service programs. Since 1994, more than 7.2 million hours have been served by New Hampshire residents.

Coordinating volunteer resources to assist with State Emergencies
Volunteer NH is designated in the State Emergency Operations Plan as the responsible agent for volunteers and donations in times of disaster. By organizing efforts, managing programs and facilitating training, we are able to ensure a wealth of volunteer resources are available in times of disaster. Since 2004, Volunteer NH has coordinated more than 100,000 hours of disaster preparedness training!
Annual Events

Spirit of New Hampshire Awards
The 2013 celebration marked the eleventh year of this statewide volunteer recognition program. The awards celebrate outstanding contributions of service that provide examples for the community. 3,345 volunteers from organizations, community groups and individuals were recognized, and nearly 700 people attended the 2013 ceremony. The 2013 Spirit of NH ceremony also kicked off the Good Citizens Award, sponsored by Citizen’s Bank.

Governor Maggie Hassan led the audience in singing the national anthem and Miss New Hampshire, Samantha Russo sang “God Bless America”. Bellwether Community Credit Union was the top sponsor of this event. Other sponsors included Public Service of New Hampshire, Normandeau Associates, AARP, Bank of America, Fidelity Investments, Lincoln Financial Group, and the New Hampshire Elks Association.

The Community Pillar Award, the Volunteer NH Board of Director’s highest recognition, was given to The Singer Family & Merchants Automotive Group for their work fostering the civic engagement of others and lasting impact on New Hampshire citizens.

The Governor’s Conference on Volunteerism
This training and recognition event for volunteer managers offers more than 20 workshops annually, ranging from volunteer administration and management, to the use of technological tools that will assist nonprofits in recruiting volunteers. Almost 200 volunteer administrators attended in 2013 to be trained in volunteer management best practices. The conference’s keynote speaker was Paul Boynton, President and CEO of The Moore Center, and the 2013 conference’s theme was “Begin with Yes.”

The 2013 Outstanding Volunteer Manager of the Year award was presented by to Charron Sundman, Volunteer Director for Littleton Regional Healthcare.
Emergency Service Programs

Volunteer NH oversees NH Citizen Corps programming and the Community Emergency Response Teams (CERT). Volunteer NH also administers the NH Voluntary Organizations Active in Disaster (NHVOAD) and NH Disaster Animal Response Teams (NHDART), and is designated in the State Emergency Operations Plan as the responsible agency to coordinate volunteers and donations.

Citizen Corps

The mission of Citizen Corps is to harness the power of every individual through education, training, and volunteer service to make communities safer. New Hampshire has over 30 local Citizen Corps Councils across the state.

CERT

The Community Emergency Response Team (CERT) Program educates volunteers about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills. New Hampshire communities include over 50 CERT teams.

Student Tools for Emergency Planning (STEP)

STEP is a preparedness education project produced and supported by the Federal Emergency Management Agency. Students at the 4th/5th grade level are taught strategies for dealing with various types of emergencies and how to share this awareness with family members. Since 2011 year, 3,000 elementary school students have participated in the program.

NHDART

The New Hampshire Disaster Animal Response Team (NHDART) provides a coordinated effort in the preparation, prevention, response, and recovery phases for any disasters or significant public emergencies involving animals and includes pet friendly shelters.

Voluntary Organizations Active in Disaster (VOAD)

NH Voluntary Organizations Active in Disaster (NH VOAD), is a statewide partnership of nonprofits, faith-based organizations, private industry, and state and national government agencies that assist individuals who are in need and affected by disasters, so that they are provided with safe, sanitary, and functional conditions. NH VOAD includes nearly 100 local, state and national partners.

Emergency Service Testimonial

“Our Community Emergency Response Team in Nashua has served in numerous capacities since its creation in the spring of 2013 including providing emergency support at our Annual Downtown Holiday Stroll and other emergency management events. The team also trains monthly to develop skills necessary for disaster response and recovery, including shelter activations, wellness checks, and EOC support. Without this skilled cadre of volunteers, Nashua officials would have a difficult time coordinating these critical tasks.”

Justin T. Kates-
Director of Emergency Management, City of Nashua, NH
AmeriCorps Programs

Volunteer NH is the State Commission for the Corporation for National and Community Service and oversees AmeriCorps State programs. These programs are: City Year, Student Conservation Association (SCA), AmeriCorps Victim Assistance Program (AVAP) and Granite State Education Corps. These organizations rely on AmeriCorps members to achieve their goals and Volunteer NH is critical in this function. In 2013 alone, we administered over $1.5 million in funding for organizations to utilize AmeriCorps members.

City Year
City Year New Hampshire’s vision is to serve the children in every New Hampshire community and to inspire citizens of all ages to engage in service for the common good of all. Their service programming consists of community-based teams that, in partnership with schools, seek to ensure that NH’s youth make healthier choices in their lives.

The Student Conservation Association
The mission of the SCA Corps is to serve the communities and land of New Hampshire by accomplishing significant conservation service projects to enhance and protect natural areas as well providing environmental education and interpretive programming to promote the understanding and stewardship of these natural areas. Since 1994, SCA members have provided over 807,000 hours of service.

AmeriCorps Victim Assistance Program
The mission of the AmeriCorps Victim Assistance Program is to expand the network of services available to victims and survivors of domestic and sexual violence. AVAP partners with various agencies including the NH Coalition Against Domestic and Sexual Violence, the NH Department of Justice, the New Hampshire State Trooper Association, the NH Commission on Status of Women Crisis Centers, City Prosecutors’ Offices, New Hampshire Department of Corrections, New Hampshire Attorney General’s Office, Child Advocacy Centers, and many more.

Granite State Education Corps
The Granite State Education Corps places AmeriCorps Members in New Hampshire schools and nonprofits, in both rural and urban communities, to serve at-risk students attending Title 1 and failing schools. Members serve both in-school, as well as out-of-school or afterschool in order to increase student engagement through: mentoring programs and increased mentor relationships, Academic Support, Service Learning opportunities, and outreach within the community.

Program Contacts
City Year: (603)-218-5100
Megyn McClure
mmclure08@cityyear.org

Student Conservation Association:
(603)-485-2191
Bryan Blankenstein
bblankenstein@thesca.org

AVAP (603)-224-8893
Shanna Beckwith
shanna@nhcadsv.org

Granite State Education Corps
Kelly Paquette (603) 369-3010
kelly.paquette@goodwillnne.org
Program Testimonials

“The chance to meet and learn from people all across the country was one of the greatest assets of the program. The pool of knowledge to draw upon was the wealthiest I have ever been around. The general curiosity, intellect, and care for this world and others that was always on display is something I will carry with me always.” - Michael Geddes, SCA

“I had the great fortune of working with the most intelligent, curious, open-minded, fun-loving, broadly-interested people I have ever known. The diversity of knowledge within the group was far above any group I have ever worked with and each person wanted to share their passions and learn about the passions of others... The growth I saw in myself and my colleagues was impressive and I am so proud to call myself a Bear Brooker.” - Adrienne Masterton, SCA

“In my host site we have many youth who struggle to get by every day. A lot of the time being at the Boys and Girls Club is the only positive part of their day. Some kids only get to eat when they are at school or here at the Boys and Girls Club, others do not get to spend a lot of time with their parents in order to learn how to form healthy relationships. They get a lot of value out of having a strong support system, and we are happy to help them in any way possible. We help kids who are struggling in school to strengthen their skills and try to make them have fun while learning. For me, I do not have one single success story, because all of my students are a success story in their own way for being so resilient and overcoming hardships every day.” - Samantha Goodspeed, Granite State Education Corps.

“The reason I’m serving is to keep victims of domestic violence, sexual assault, children who have suffered from abuse and bullying safe. And so they feel like they have somebody who believes them and just because I like protecting people.” - Saunya Sites, AVAP

“I can honestly say that I wouldn’t be where I am today without AVAP, and I’m so grateful for my experience with the program and the wonderful members and people who make it happen.” - Assistant Strafford County Attorney, Kathryn Smykowski, AVAP Alum
Program Impact

AmeriCorps Programs
The AmeriCorps programs that Volunteer NH administers have a powerful impact across the state. In 2013 alone, our AmeriCorps programs members-

- Helped over 2,000 children with reading skills and mentored 686 students
- Provided 1002 students with in classroom conservation education
- Served 16,433 total hours of conservation
- Improved 52 miles of trails and river ways

And since 1994 have-

- Assisted with more than 25,000 restraining orders, answered 19,000 hotline calls and helped over 7,000 secondary victims of domestic and sexual violence.

Emergency Service Programs
This year was a great year for the development of our Emergency Service Programs. We co-hosted two government-sponsored conferences focused on building capacity in volunteers and volunteer coordinators, and added several more CERT programs around the state.

In 2013 we:

- Used CERT teams to support local activities
- Trained 15 STEP trainers, enabling the program to grow
- Trained nearly 100 new volunteers in emergency animal sheltering.
- Were the first state to utilize Hospital Volunteers as a CERT program

Since 2003 have-

- Trained more than 5,000 NH citizens in the basic 20 hour CERT course, formed more than 50 teams and responded to every local, regional, or statewide disaster.
Our Contributors

Bank of New Hampshire
C & S Wholesale Grocers
Bellwether Community Credit Union
Fidelity Investments
Grappone Automotive Group
Hannaford
Lincoln Financial Group
Nathan Wechsler & Company Public Accountants
Nature’s Outpost
Northeast Delta Dental
Northland Forest Products
Public Service of New Hampshire
Total Community Manager
Upton & Hatfield

NH Elks Association
NHAVA (NH Association of Volunteer Administrators)

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Jane Bruno
Joanne Bourbeau
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Donald Chesnel
Major Gen. Ken Clark
Colleen Clayton
Brenda Cochrane
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Joanne Dowdell
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David Simon
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Trudy Sutherland
Kerri Tasker
Bruce Taylor
Robin Wells
Annmarie Woods

The 2013 Annual Report has been produced and printed with funding provided by the Corporation for National and Community Service.