Dear Friends,

It is an honor to present the Volunteer NH (VNH) 2016 Annual Report, and we are pleased to share the good work of VNH and New Hampshire's volunteers.

As the New Hampshire State Service Commission, VNH promotes and supports volunteer service throughout the state. Acting as stewards to the National Service funds provided to NH by the Corporation for National and Community Service, we administer AmeriCorps programs. VNH also provides training, recognition, opportunities for volunteerism, and critical volunteer support in times of disaster. We work to increase collaboration among nonprofits and forge new partnerships with community, nonprofit, and business groups throughout the State so that they may benefit by leveraging volunteer resources, or investing their time through service. We work to preserve the tradition of service in New Hampshire and to empower Granite State communities to engage volunteers to serve and assist with solving some of our state's toughest problems. There is a place for everyone to engage with VNH!

In 2016 VNH engaged stakeholders statewide as we focused on our state's critical, unmet needs. We gathered with the community, educators, non-profit leaders, business leaders and public officials in the development of a comprehensive three-year State Service Plan. The Plan identifies unmet needs in the state of New Hampshire that could be supported by volunteer resources. Through this collaborative work, Volunteer NH set its priorities around three need areas: Education, Substance Misuse and Mental Health, and Transportation. In December 2016 VNH received a grant to hire an outreach and development officer to assist with Plan implementation. VNH is excited about the potential to partner with organizations that work in the areas identified in the State Service Plan and to use its resources to make a marked impact in NH communities.

Moving forward in 2017, Volunteer NH will:

• Work to develop volunteer resources to support the state's critical needs as identified in our State Service Plan and leverage AmeriCorps and other National service resources to assist with this effort.
• Grow an EVEN LARGER AmeriCorps State presence and begin development of new programs that will specifically respond to the needs of New Hampshire citizens.
• Continue to increase accessibility to volunteer opportunities and resources statewide, sharing the tools and resources we can offer to nonprofits, business, and volunteers.
• Continue to recognize, support, and increase the service graciously given by New Hampshire residents and National Service volunteers.
• Continue to work holistically, building partnerships, strengthening the critical infrastructure needed to support volunteering and programs, and sharing this model with other states.

Please celebrate the tradition of volunteerism with us. We invite your engagement! It is every volunteer, partner, and advocate for service that moves us and New Hampshire residents towards strengthening our communities and serving as examples for the nation.

Gretchen Berger  
Executive Director

Pam Hall  
Board Chair
Strong connections among citizens set the Granite State apart and allow us to work together to strengthen our communities. Day in and day out, Volunteer NH brings people together to realize our strong sense of community, boosting the Granite State’s rich tradition of volunteerism and civic engagement. Volunteer NH serves those who serve us, and I am glad to work with them to engage NH.

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GOVERNOR
MAGGIE HASSAN
WE ARE ALL ABOUT SERVICE

Volunteer NH serves as the State Commission for the Corporation for National and Community Service. As the commission, VNH awards federal funding and monitors five AmeriCorps programs and three planning grants that received over 2.2 million dollars. VNH also recognizes outstanding volunteers, provides trainings and encourages the tradition of volunteerism and service throughout the state of New Hampshire. Thousands of NH citizens of all ages and backgrounds are helping to meet local needs, strengthen communities, and increase civic engagement through National Service programs in New Hampshire.

In 2016, AmeriCorps provided more than 480 members the opportunity to provide intensive, results-driven service to meet education, environmental, health, economic, and other pressing needs in communities across New Hampshire.

28.6%

28.6% of residents volunteered. NH volunteerism is ranked 20th in the United States.

329,600

329,600 residents contributed 37.33 million hours of service, estimated at a total value of $900 million.

$25.72

One volunteer’s time has value of $25.72 per hour!
DAY OF CARING
Granite United Way Day of Caring events were held throughout September with more than 1,700 volunteers at more than 150 nonprofits throughout New Hampshire. Volunteer NH is a partner with United Way and its Day of Caring event!

**Official Attendance:**
184 Service Members

**Number of Items Collected:**
Pencils: 6,452
Pens: 2,611
Folders: 496
Dry-Erase Markers: 651
Packs of Loose Leaf Paper: 398
Boxes of Tissues: 151
Hand Sanitizer: 115
Wipes: 55
Miscellaneous: 1,500

**Collection Donation**
Total Cash Value

$8,806

MARTIN LUTHER KING JR. NATIONAL DAY OF SERVICE
The 2016 Service Day consisted of AmeriCorps service members from all over the state collecting donations and putting together care packages to be distributed to needy elementary schools throughout NH. Care packages included binders, paper, dry-erase markers, tissues, hand sanitizer, and wipes to help schools and classrooms in need of supplies.
CITY YEAR NEW HAMPSHIRE

City Year is an education-focused nonprofit organization that partners with public schools to help keep students in class and on track to graduate through one on one tutoring, monitoring, and mentoring. City Year New Hampshire deploys 70 highly skilled AmeriCorps members to serve in 8 elementary schools in the City of Manchester: Bakersville, Beech Street, Gossler Park, Henry Wilson, McDonough, Parker-Varney, Hallsville Elementary and Northwest Elementary.

Each City Year New Hampshire Corps member commits a whole school year to serving full time in one of eight elementary schools in Manchester. Each team supports students by focusing on the ABCs - attendance, behavior, and course performance. Volunteer NH is a proud supporter and partner of all the efforts being made by City Year.

STUDENT CONSERVATION ASSOCIATION, NEW HAMPSHIRE CORPS

SCA NH serves the communities and lands of New Hampshire while building the members’ leadership and technical skills in the conservation field.

Each year, 30 full time SCA members contribute more than 50,000 service hours, providing environmental education programming to the state’s residents and visitors, and completing conservation service projects that improve and protect the state’s cultural, recreational, and natural resources.

Conservation Stewards serve in the Manchester, Allenstown, and Hooksett school districts to provide environmental education to over 2265 students, as well as to design and complete service learning projects that engage the local communities we serve.

IMPACT

- Number of students engaged: 584
- Number of students with improved academic performance in literature and math: 328
- Number of teachers with assistance in classroom: 66
- Number of teachers reporting excellent academic support for student: 42
- Number of students completing the Social Emotional Skills program: 197

- 26.6 miles of rivers or trails improved
- 26.5 miles of protection to natural, cultural and recreational resources
- 76.5 acres of parks or public land improved
- 76.2 acres protection to natural, cultural, and recreational resources improved
- Numbers of students receiving education training in environmental stewardship: 2265
- Students who demonstrate an increased level of understanding of sustainable practices and ecology: 1665
AMERICORPS VICTIM ASSISTANCE PROGRAM (AVAP)

The AmeriCorps Victim Assistance Program (AVAP) is a program of the New Hampshire Coalition Against Domestic and Sexual Violence. AVAP is a multi-agency collaboration designed to address critical service needs in our communities and justice systems by ensuring services and education are available to victims of domestic and sexual violence and stalking throughout New Hampshire, and promoting community service and a lifetime commitment to volunteerism. Additionally, AVAP is focused on providing housing placement services and financial literacy services.

Members of the AmeriCorps Victim Assistance Program are placed throughout New Hampshire at crisis centers, police departments, prosecutor offices, the New Hampshire Department of Corrections, the New Hampshire Attorney General’s office, child advocacy centers, and on college and university campuses to offer support and information to victims of domestic and sexual violence and stalking.

4,084
Served more than 4,084 victims/survivors

869
Number of economically disadvantaged individuals receiving financial literacy services: 869

913
Number of economically disadvantaged individuals receiving housing placement services: 913

GRANITE STATE EDUCATION CORPS

Granite State Education Corps, a program of Goodwill Industries of Northern New England, places AmeriCorps members in New Hampshire schools and nonprofits to serve at-risk students attending Title 1 and failing schools. Volunteers work in and out of school in order to increase student engagement through mentoring programs, academic support, service learning opportunities, and outreach within the community.

169
Engaged 169 students with services

143
Increased the academic performance of 143 students

AmeriCorps transforms the lives of both the members and the people they serve. It teaches young people to aspire to become a part of something bigger than themselves. I thank AmeriCorps members for their service and for making New Hampshire a better, brighter, and more compassionate place for all of us.

SENATOR JEANNE SHAHEEN
**EMERGENCY SERVICE**

Volunteer NH is an integral part of the State Emergency Operation Plan and oversees and monitors several disaster relief and response programs. Programs include: NH Citizen Corps, CERT (Community Emergency Response Teams), VOAD (Voluntary Organizations Active in Disaster), NHDART (NH Disaster Animal Response Teams). During an emergency event, Volunteer NH works closely with the state in support of NH residents faced with long-term recovery challenges and has a critical role in providing support for Volunteers and Donations.

Although NH had no disasters in 2016, Volunteer NH led the way in preparing for the worst by training hundreds of volunteers for disaster services.

28 Twenty-eight registered Citizen Corps councils in NH; CERT programs with over 800 trained volunteers

160 VNH Coordinated 8 training for CERT and trained 160 volunteers

100 VNH held 6 trainings for NHDART and trained 100 volunteers

40 NH VOAD coordinates 40 organizations that manage hundreds of trained volunteers

**VOLUNTEER NH READY CORPS**

In September 2015, Volunteer NH launched Ready Corps as part of its Disaster Services programming. Ready Corps is comprised of AmeriCorps National Service members and staff that are trained in basic emergency operations and can be called upon and mobilized during local, regional and statewide emergencies. Ready Corps members can help communities recover from disasters and assist in emergencies.

VNH partners with the American Red Cross to offer a one-day training. Over 150 AmeriCorps and VISTA members received American Red Cross Shelter Fundamentals and Disaster Cycle Services training.

150+ Service Members Were Trained

“NH CERT’s have ingrained themselves into their communities overall, by training themselves and others to be prepared for various emergencies and disasters. NH CERT’s are the first volunteers that are requested by Emergency Management Directors for response to emergencies and disasters.”

ALBERT RAYMOND GOFFSTOWN CERT
RECOGNITION
SPIRIT OF NH AWARDS

VNH is a strong believer that service and volunteerism deserve proper recognition. It is with this conviction that VNH hosts and organizes the the Spirit of NH Awards event every year since 2003. In 2016, VNH gave out 107 awards to individuals of all ages, and to groups, businesses, and nonprofits for their commitment to service throughout New Hampshire.

The Spirit of NH Award, which is given to a volunteer who has gone above and beyond in their service, was presented by Gretchen Berger, Bill Basl, and Mike L’Ecuyer to Stitching Up The World. From donating clothes to poor African communities in need, to providing cancer patients warm hats throughout New Hampshire, Stitching Up The World has demonstrated the highest level of service.

The Community Pillar Award is given to an outstanding individual or organization whose work has fostered the civic engagement of others and has provided a lasting impact on NH citizens. In 2016, Volunteer NH was proud to present the Community Pillar Award to Fidelity Investments for their continued promotion of service in their community and the state at large.
VNH recognizes the importance of training in order to enhance the service potential and performance level of those who are volunteering their time throughout the state. This is why VNH hosts and organizes the Governor’s Conference on Volunteerism.

In May of 2016, VNH hosted its 33rd Governor’s Conference on Volunteerism, where over 34 training sessions were taught by professionals from both the nonprofit and corporate sectors. At the end of the day, 284 people, coming from both for-profit and nonprofit backgrounds, were trained and ready to offer their services to the New Hampshire community.

VNH is also proud to present the Volunteer Manager of the Year Award each year at the Governor’s Conference on Volunteerism. In 2016, VNH presented the award to Tanya Prather of Home Health and Hospice Care.
FUNDRAISING AND OUTREACH
VOLUNTEER NH CHARITY GOLF TOURNAMENT

In an effort to build support for its volunteer and service efforts, VNH hosted its 3rd Annual Charity Golf Tournament at the Wentworth By The Sea Country Club. VNH believes that fostering relationships with business leaders from across the state is crucial to the success of its mission to spread the power of volunteerism throughout NH’s communities. The Charity Golf Tournament gives us this opportunity to grow and enhance our business partnerships while also raising critical funds to support our causes.
GET CONNECTED

In an effort to enhance our volunteer outreach efforts throughout the state, VNH is proud to have partnered with Granite United Way to provide a brand new online recruitment service called “Get Connected”. Get Connected is a matching software program that allows individuals to find volunteer opportunities and allows nonprofit organizations to find volunteers. This online database allows agencies to post specific unmet needs through an ad-like platform while also giving volunteers the freedom to search for service opportunities that interest them. With Get Connected, volunteering and service has never been easier.

Through our online volunteer opportunities database, Get Connected, VNH connects thousands of people to volunteer opportunities across the state.

691 | 510 | 8,068

Get Connected hosted 691 opportunities, for 510 nonprofit organizations, and 8,068 volunteers!

Volunteer NH continues to train organizations and leaders to use Get Connected in order to reach out and grow volunteerism throughout the state.
REVENUES (2015 - 2016)

- Federal Awards: 12%
- Fundraising & Other Support: 4%
- Citizen Corps Funding: 2%
- AmeriCorps State Program Funding: 80%

REVENUE:
$2,299,669

EXPENDITURES (2015 - 2016)

- Program Activities: 82%
- Personnel: 13%
- Operating Expenses: 5%

EXPENSES:
$2,304,265
 STATE SERVICE PLAN

The Corporation for National and Community Service (CNCS) requires every State Service Commission throughout the country to design and develop a three year Unified State Service Plan. The purpose of the State Service Plan is to create a set of priorities which the State Service Commission will use when deciding how to allocate National Service resources for the following three years. As the New Hampshire State Service Commission, VNH is strongly committed to promoting volunteer service across the state and to acting as stewards of the National Service funds provided to NH by the CNCS. In addition to setting priorities, the State Service Plan is intended to establish goals and strategies that directly respond to the identified priorities. To address the most critical needs of the state, CNCS mandates that the priority areas should be identified with public participation in order to guarantee that the priority areas are an inclusive reflection of the real critical needs of the state.

Committed to the charge put forth by CNCS, VNH planned and facilitated several roundtable discussions and provided the general public with an opportunity to participate in an online and in-person survey that focused on identifying the critical priority areas throughout New Hampshire. These efforts resulted in diverse statewide input.

The final results (with input gathered from over 400 individuals) were an example of a diverse body of public input. Volunteer NH worked to ensure broad, statewide engagement in the process of determining the areas of need and these were prioritized as follows:

1. **Education, Mentoring, Skill Development, and Afterschool Programming**

2. **Drug Misuse, Mental Health, and Emotional Health**

3. **Transportation Services for Veterans, Older Adults and Individuals with Disabilities**

VNH has developed a three-year Unified State Service Plan (2016-2019), that seeks to effectively respond to the identified unmet critical needs, and prioritized them based on data collected from roundtable discussions, online and in-person surveys. The 2016 Unified State Service Plan has outlined a series of goals and strategies that VNH will use to make decisions and develop plans for New Hampshire’s National Service resources. VNH will encourage the volunteer community to engage with these priorities as well.
Volunteer NH would not be where it is today without the help and support of its business and nonprofit partners. It is because of the commitment from our partners that the mission of service and volunteerism can become a reality. To all of our supporters and partners, THANK YOU!

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