Dear Friends,

It is an honor to present the Volunteer NH (VNH) 2017 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 for the National Service funds provided by the Corporation for National and Community Service, VNH administered eight AmeriCorps State programs. These programs are composed of over 300 AmeriCorps members, who are doing everything from engaging at-risk youth, to supporting victims of domestic violence, to battling the opioid crisis. VNH also trains and recognizes volunteers and service efforts around the state, fostering and preserving the spirit of volunteer engagement. In 2017 VNH provided training to hundreds of volunteers, AmeriCorps members, and nonprofit leaders at the Governor's Conference on Volunteerism. In addition, VNH recognized thousands of volunteers and service members at our annual Spirit of NH Awards.

In 2017, VNH engaged stakeholders around the issue of substance misuse in order to develop AmeriCorps programming that addressed the needs of those suffering from the opioid epidemic. As a result of this work, VNH partnered with Dartmouth Hitchcock to create a new AmeriCorps program, the Community Resource Corps, which supports hundreds of individuals impacted by substance misuse.

In partnership with the Governor's Office and the NH Department of Homeland Security Emergency Management, we managed hundreds of volunteers in a successful Puerto Rico food drive for the victims of Hurricane Maria. Furthermore, VNH led volunteer efforts to address two statewide disaster incidents, responding to over 600 individual cases of emergency need, while deploying multiple NHVOAD (New Hampshire Volunteer Organizations Active in Disaster) teams to help support and assist the victims.

Moving forward in 2018, Volunteer NH will:

- 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 foster the service graciously given by New Hampshire residents and National Service volunteers through recognition and support.

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 forward while strengthening our communities and serving as examples for the rest of the nation.
Volunteer NH embodies two of our state’s most treasured attributes: service and volunteerism. Through their development of volunteerism in our communities and their support of service programming, they have significantly contributed to the Granite State’s rich tradition of civic engagement.

By their daily dedication to helping the state’s most vulnerable citizens, every volunteer – especially our National Service members – exemplify the qualities that the Granite State holds dear. I’d like to recognize Volunteer NH for their work in expanding the impact of service!
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 New Hampshire AmeriCorps programs that received over 2.2 million dollars. VNH also recognizes outstanding volunteers, provides trainings, and encourages the tradition of volunteerism throughout the state. 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.

Since 1994, more than 5,700 New Hampshire residents have served more than 8.6 million hours and have qualified for Segal AmeriCorps Education Awards totaling more than $20,800,000.

In 2017, AmeriCorps members were given the opportunity to provide intensive, results-driven service to meet education, environmental, health, economic, and other pressing needs in communities across New Hampshire.

In 2017, Volunteer NH received over $2,000,000 in federal AmeriCorps State funds to support over 290 members.

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

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

One volunteer’s time has value of $25.72 per hour.

403 local service sites
DAY OF CARING
Granite United Way Day of Caring events were held throughout September with more than 1,700 volunteers at 120 nonprofits throughout New Hampshire. Volunteer NH is a partner with Granite United Way and its Day of Caring event.

1,720 Volunteers

6,880 Hours

120 Service Sites

$176,000.00 In-Kind Value

MARTIN LUTHER KING JR. NATIONAL DAY OF SERVICE
The 2017 National Day of Service 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. 3350 New Hampshire students were identified as homeless during the 2015-2016 school year. The efforts of the AmeriCorps members go to help these students.

Official Attendance:
160 AmeriCorps Members

Number of Items Collected:
Pencils/Pens: 9,063
Folders: 496
Dry-Erase Markers: 651
Packs of Loose Leaf Paper: 398
Boxes of Tissues: 151
Hand-sanitizer/wipes packs: 170

$8,806 Collection Donation
Total Cash Value
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 NH Corps member commits a whole school year to service. Each team supports students by focusing on the ABCs — attendance, behavior, and course performance.

### CITY YEAR NEW HAMPSHIRE

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>422</td>
<td>Number of students completing a City Year NH program</td>
</tr>
<tr>
<td>411</td>
<td>Number of students with improved academic performance in literacy and/or math</td>
</tr>
<tr>
<td>129</td>
<td>Number of students who improve social emotional skills</td>
</tr>
</tbody>
</table>

### 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 2230 students. They also design and complete service learning projects that engage their local communities.

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>73.03</td>
<td>Miles of rivers treated and improved</td>
</tr>
<tr>
<td>90.2</td>
<td>Acres of parks or public lands treated and improved</td>
</tr>
<tr>
<td>1,920</td>
<td>Number of individuals with increased knowledge of environmental stewardship</td>
</tr>
<tr>
<td>2,536</td>
<td>Number of individuals receiving education training in environmental stewardship</td>
</tr>
</tbody>
</table>
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. Additionally, AVAP is focused on providing housing placement services and financial literacy services.

Members of the AVAP 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.

4,000
Number of survivors served

801
Number of economically disadvantaged individuals who received financial literacy services

395
Number of economically disadvantaged individuals who received housing placement services

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 struggling schools. Members 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.

203
Number of students completing a Goodwill education success program

154
Number of students in mentoring/tutoring programs with improved academic performances
### NEW PROGRAMS

#### CAMPUS COMPACT SUCCESS CORPS

Launched in 2017, the Success Corps is looking to bridge the gap between underrepresented students and college opportunities.

The mission of Campus Compact for NH Success Corps is to address a lack of knowledge and expertise about academic preparation for college, applying to college, and accessing financial aid. This program is designed to facilitate the development of rigorous, supportive, high-expectation learning environments for students that will promote the development of a college-going culture. Attainment of higher education is an important strategy for reducing poverty and improving lives of NH citizens.

<table>
<thead>
<tr>
<th>Number of Members</th>
<th>127</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of students engaged and supported</td>
<td>299</td>
</tr>
<tr>
<td>Number of students completing a Campus Compact Program</td>
<td>299</td>
</tr>
<tr>
<td>Number of students who demonstrated improved attitudes towards education</td>
<td>299</td>
</tr>
<tr>
<td>Number of students with improved academic behavior</td>
<td>299</td>
</tr>
</tbody>
</table>

#### LAKES REGION CONSERVATION CORPS

The Lakes Region Conservation Corps (LRCC) is an AmeriCorps service program based out of the Squam Lakes Association that develops skills and experiences for conservation professionals. The program provides hands-on conservation work experience and certifications over a broad range of areas which ensure that LRCC members are capable of independently approaching a variety of tasks in the environmental conservation field. Members remove invasive species, maintain trail networks, lead volunteer crews, educate the public on local and regional conservation initiatives, and spearhead reports on conservation efforts.

<table>
<thead>
<tr>
<th>Program Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miles of trails or rivers treated and improved in a year</td>
</tr>
<tr>
<td>Acres of parks or public land treated and improved</td>
</tr>
</tbody>
</table>
DEVELOPMENT WORK AROUND SUBSTANCE MISUSE

In November of 2016, the Corporation for National and Community Service (CNCS) offered a special program development grant to State Service Commissions to develop AmeriCorps programs focused on fostering positive community police relations and/or supporting the nation’s opioid crisis. Volunteer NH (VNH) received one of twenty-two program development grants issued. In December, VNH hired a Program Development and Outreach Officer, Jed Fiato, to educate and engage substance misuse focused organizations that could potentially benefit from the opportunities presented by AmeriCorps and National Service.

Jed Fiato and Dom DiNatale held over 25 meetings all across the state with stakeholders and organization directors on the issue of substance misuse service in the state. VNH staff met with all 12 regional public health networks, Governor Sununu’s chief policy advisors, and dozens of nonprofit and government organizations. As a result of this work, several organizations developed plans to create AmeriCorps programs that specifically addressed substance misuse.

VNH is proud to introduce our newest AmeriCorps program, the Community Resource Corps.

Who They Are
The CRC is a group of dedicated, compassionate members looking to improve the well-being of their New Hampshire neighbors. Dartmouth-Hitchcock, the sponsoring organization, is nonprofit academic health system that serves a population of 1.9 million in New England.

What They Do
The Community Resource Corps (CRC), sponsored by Dartmouth-Hitchcock, is an AmeriCorps program designed to improve the health outcomes for individuals affected by substance use and behavioral health disorders. CRC members serve on health care teams to support the work of primary care clinics, behavioral health centers, and other social service organizations to support increased patient access to community resources they need.

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Program Goals

- Number of individuals receiving community health worker services: 480
- Number of individuals receiving primary and behavioral health care: 200

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 (VNH) is an integral part of the State Emergency Operation Plan and oversees and monitors several disaster relief and response programs. 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. In September 2015, VNH launched Ready Corps. Ready Corps members can help communities recover from disasters and assist in emergencies. VNH partners with the American Red Cross to offer American Red Cross Shelter Fundamentals and Disaster Cycle Services training.

- **28** Number of registered Citizen Corps councils in NH
- **96** Number of CERT volunteers trained
- **60** Number of NHDART volunteers trained
- **35** Number of organizations coordinated by NHVOAD
- **150** Number of AmeriCorps members trained
DISASTER RESPONSE

In partnership with NH Homeland Security Emergency Management, Volunteer NH is responsible for managing volunteers and donations during a state emergency or natural disaster. In natural disasters or state emergency situations, Volunteer NH is charged with managing all individual assistance cases that are logged in the Emergency Operations Center.

In 2017, there were two large statewide disaster incidents that devastated parts of New Hampshire. During the first week of July, parts of New Hampshire were hit hard with heavy rain and wind storms, which caused millions of dollars in damages and impacted hundreds of people. Volunteer NH managed and responded to over 90 individual cases, and deployed volunteer resources to dozens of cases.

In October, New Hampshire was hit with an even more devastating wind and rain storm. The storm impacted thousands of individuals across the state, and caused millions of dollars in public and private damages. Volunteer NH was responsible for over 500 individual cases. VOAD teams responded to individual cases, doing everything from mold removal, muck outs, debris removal, roof patching, dry wall repair, and much more.

IMPACT

Over 500 individual cases

Damages: millions of dollars, and still counting

NHVOAD teams responded to over 100 individual cases

Hundreds of hours spent in response

AmeriCorps Members who assisted with response: 30

NHVOAD teams and VNH partners:
In partnership with the Governor’s Office and the NH Department of Homeland Security Emergency Management, VNH managed hundreds of volunteers in a successful Puerto Rico food drive for the victims of Hurricane Maria. The food drive was initiated by Governor Sununu’s office and was held right outside of the capital state house for two consecutive days. The Governor called on New Hampshire residents from all over the state to come and donate non-perishable food items and bottled water. AmeriCorps members served alongside state employee volunteers to collect, sort, and package the donated items.

250+ Volunteers

1000+ Hours Served

45+ More than 45 trailers of non-perishable food and water collected for Puerto Rico

“\nI can think of no better example of this civic engagement than during the 2017 Food Drive for Puerto Rico. Once again, we showed the nation just how much the Granite State can accomplish when we come together as a community. Through the leadership of Volunteer NH and the service of the State Employee volunteers along with AmeriCorps members, the victims of Hurricane Maria were given help that they urgently needed.\n
GOVERNOR CHRIS SUNUNU
HIGH IMPACT VOLUNTEER ENGAGEMENT

In 2017, CNCS announced a special funding opportunity for State Service Commissions called the Volunteer Generation Fund (VGF). The purpose of the VGF funding is to boost the volunteerism throughout a particular state and to enhance the level of volunteer programing and engagement at the nonprofit level. Volunteer NH applied for, and was awarded, these funds.

In partnership with the NH Center for Nonprofits, Volunteer NH is proud to introduce the High Impact Volunteer Engagement (HIVE) program.

The HIVE program is an intensive one-year cohort-based program that offers staff and volunteer leaders the opportunity to explore the latest trends and best practices in volunteer engagement and supports organizations in piloting one strategic innovation in volunteer engagement that will measurably build capacity. Over the course of the year, participating organizations will receive an introductory webinar, a full-day training in volunteer engagement, four individualized coaching calls and two group coaching calls facilitated by nationally recognized volunteer engagement experts, evaluation support, and a full-day project reunion.

PROGRAM OPPORTUNITIES

Organizations will have the opportunity to:

- Innovate and model change in volunteer engagement for the organization
- Gain professional development and training in project management, volunteer engagement, and work planning
- Advance leadership development for volunteer and staff leaders
- Benefit from professional executive coaching and training on change management for volunteer engagement and capacity building
- Learn new techniques and strategies for organizational leadership, stewardship, and change
Volunteer NH (VNH) is a strong believer that service and volunteerism deserve proper recognition. It is with this conviction that VNH hosts and organizes the Spirit of NH Awards event every year since 2003. In 2017, VNH gave out 106 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, Gregg Stephens, and Mike L’Ecuyer to Claire Bloom, End 68 Hours of Hunger. End 68 Hours of Hunger is a private, not-for-profit, effort to confront the approximately 68 hours of hunger that some school children experience between the free lunch they receive in school Friday and the free breakfast they receive in school Monday.

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 2017, VNH was proud to present the Community Pillar Award to Bellwether Community Credit Union 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 2017, VNH hosted its 34th Governor’s Conference on Volunteerism, where over 34 training sessions were delivered by professionals from both the nonprofit and corporate sectors. At the end of the day, 330 people from both for-profit and nonprofit backgrounds were trained.

VNH is also proud to present the Volunteer Manager of the Year Award each year at the Governor’s Conference on Volunteerism. In 2017, VNH presented the award to Linda Rioux, Humane Society for Greater Nashua.
FUNDRAISING AND OUTREACH
VOLUNTEER NH CHARITY GOLF TOURNAMENT

In an effort to build support for its volunteer and service efforts, VNH hosted its 4th 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.

Normandeau Associates has served as the top sponsor for the VNH Charity Golf Tournament since its founding. Without Normandeau Associates, the tournament would not be possible.
GET CONNECTED

In an effort to enhance our volunteer outreach efforts throughout the state, VNH partners with Granite United Way to provide an online recruitment service called “Get Connected”. Get Connected is an online service 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 have never been easier.

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

With Get Connected, both volunteering and volunteer recruitment have never been easier.

Volunteer NH continues to train organizations and leaders to use Get Connected in order to reach out and grow volunteerism throughout the state.
REVENUES (2016 - 2017)

- 15% Federal Awards
- 10% Fundraising & Other Support
- 4% Citizen Corps Funding
- 71% AmeriCorps State Program Funding

REVENUE $2,688,632

EXPENDITURES (2016 - 2017)

- 19% Personnel
- 5% Operating Expenses
- 76% Program Activities

EXPENSES $2,665,423

ANNUAL REPORT 2017 Volunteer NH www.volunteernh.org
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!

THANK YOU TO OUR TOP SPONSORS

Bellwether Community Credit Union

Normandeau Associates

Environmental Consultants

Copper Door

Delta Dental

Davis & Towle Insurance Group

Fidelity Investments
CONTACT US

Volunteer NH
Dolloff Building, 4th Floor
117 Pleasant Street, Concord, NH 03301

T. (603) 271-7200
F. (603) 271-7203
www.volunteernh.org
info@volunteernh.org

facebook.com/VolunteerNH
twitter.com/VolunteerNH
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linkedin.com/company/Volunteer-NH