Our Mission

Volunteer NH is a nonprofit organization with a mission to promote the tradition of volunteerism and ethic of service in New Hampshire. We support and sponsor national service initiatives and provide training, recognition, and a central site for volunteers and volunteer programs to strengthen their communities.

What We Do

Promote volunteerism throughout New Hampshire
Support local service programs with funding and infrastructure assistance
Train volunteers, volunteer managers, and volunteer champions
Recognize outstanding volunteer contributions
Partner with disaster service organizations to train and support volunteers

Get Involved

If you have an hour: Visit our Get Connected database (volunteernh.galaxydigital.com) to find a volunteer opportunity near you
If you have a day/evening: Attend the Governor’s Conference on Volunteerism, the VNH Charity Golf Tournament, or the Spirit of NH Awards
If you have a year: Join one of the state’s many National Service programs

GOVERNOR CHRIS SUNUNU

Volunteer NH recognizes that it is our communities which make New Hampshire such a wonderful place to live, learn, work, and play. From bolstering volunteerism to leading service programs across New Hampshire, civic engagement is at the core of everything the organization does. Volunteers are everyday heroes who rise to their true potential, and Volunteer NH ensures that they are supported and celebrated. It is a pleasure to work with Volunteer NH as they advance the reach and impact of service in our state!

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Dear Friends,

“My service has been rewarding because I have been able to connect to a population that feels they are forgotten.”

“My service experience has led me to not take as much for granted as I used to even just a year ago.”

“Being an AmeriCorps member has changed my view, and I’ve found a new word I can use to describe myself: determined.”

We couldn’t help but feel inspired while hearing these words spoken by AmeriCorps members at an August roundtable discussion hosted by Governor Sununu and Barbara Stewart, CEO of the Corporation for National and Community Service (CNCS). After all, the remarkable impact of service is the reason that all of our staff and board members are so invested in the work of Volunteer NH.

On that afternoon in August, Barbara Stewart announced that New Hampshire would be receiving AmeriCorps funding with a total value of $4.2 million dollars - the largest in our state’s history. She listened as National Service members of all ages and backgrounds shared their service stories and talked about the impact of service on their communities and the citizens they served. They told the story of a man who started his journey through recovery because one member took him seriously, the story of a struggling student who realized that she was capable of anything, and many stories of members whose lives were profoundly touched by their service to others.

In 2018, we made impressive inroads in meeting the service needs of those in the Granite State. This includes placing more than 300 AmeriCorps members, as well as funding two new programs with focuses on children in foster care and those affected by opioid misuse. Together, we are all able to work more effectively toward meeting the critical needs in New Hampshire.

In addition to our National Service work, Volunteer NH celebrates and supports volunteerism throughout the state. In 2018, hundreds attended our annual Spirit of NH Awards ceremony to recognize thousands of volunteers and champions of volunteerism. VNH offered 50+ training sessions to more than 400 nonprofit, business, volunteers, National Service members, and National Service staff at our annual Governor’s Conference on Volunteerism. For the first time, Volunteer NH also partnered with the CNCS ME/NH/VT State Office and local State Service Commissions to offer a day of training and networking specific to National Service staff. The two-day conference was a resounding success, and we will continue this model in years to come.

Volunteer NH has big plans for 2019! We will:

- Conduct outreach for our NEW three-year State Service Plan that will assist us with identifying priority areas for program resources and development.
- Remain faithful stewards of federal resources, serving as the hub of service in NH and providing strong support for all National Service programs.

Thank you to those who served in 2018! It is an honor to present the Volunteer NH 2018 Annual Report, which contains updates on all of the wonderful progress made by VNH and New Hampshire’s volunteers last year. We know that it is the small and large acts of service you all do every day that make New Hampshire such an amazing place to be.
In 2018, more than 391,000 New Hampshire residents volunteered 36.6 million hours, worth an estimated $884.4 million. This accounts for 35.7% of our state’s population, ranking us #18 in the nation.

We are a state that thrives on strong connections, as evidenced by 98.9% of NH residents regularly talking or spending time with friends and family and 54.3% doing favors for neighbors.

65.5% of NH residents donated at least $25 to charity.

Get Connected

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

Volunteer NH continued to offer the Get Connected volunteer match program in partnership with Granite United Way, increasing exposure and use stateside throughout 2018. Much like any web based retailer or classified advertisements website, Get Connected matches volunteers with service opportunities which are categorized and searchable by location, organization, and focus area.

Nonprofits use Get Connected to list opportunities to volunteer with their organizations, recruit volunteers, and keep track of volunteer hours.

Volunteers use Get Connected to find nearby opportunities that fit their interests and schedules.

IN 2018:

- 10,600 individuals were registered as volunteers, including 1,950 new users
- 760 volunteer hours were logged
- 653 nonprofit organizations were registered users, including 112 new registrations
- 447 active volunteer opportunities were available, including 170 new opportunities

Volunteer NH partnered with WMUR in 2018 to create and air our Call to Service campaign PSA, which highlights Get Connected as a resource for volunteers and nonprofits in New Hampshire. The PSA began airing in October and was on screen 99 times in 2018 for a total value of $18,275.
Disaster Services

In support of NH Homeland Security Emergency Management, Volunteer NH assists with coordination of volunteers and donations during a state emergency or natural disaster. In times of need, Volunteer NH works closely with the state to support New Hampshire residents, including managing critical volunteer resources for individual assistance cases that are logged in the Emergency Operations Center. VNH also oversees and monitors several disaster relief and response programs:

**NH Citizen Corps** is the statewide oversight for five nationally recognized volunteer programs: Community Emergency Response Teams – Community Emergency Response Teams (CERT), Medical Reserve Corps (MRC), Volunteers in Police Service (VIPS), Fire Corps, and Neighborhood Watch.

**Community Emergency Response Teams (CERT)** educate people about disaster preparedness and trains them in basic disaster response skills, such as fire safety, light search and rescue, and disaster medical operations.

**NH Disaster Animal Response Teams (NH-DART)** provide trained animal response teams that coordinate resources at a local level and also provide emergency veterinary services and supportive care for pets, farm animals, and exotic animals.

**NH Voluntary Organizations Active in Disasters (NH VOAD)** coordinate with their members to provide assistance to those who need it the most by prioritizing those affected by disaster.

**Ready Corps** is a Volunteer NH program that trains AmeriCorps members and staff to be prepared to assist with local, regional, and statewide emergencies. All Ready Corps members receive basic emergency operations training, which includes the American Red Cross Disaster Cycle Services & Shelter Fundamentals courses. They have been called upon for support at warming shelters, food drives, and responding to Individual Assistance requests.

### IN 2018:

- 18 CERT teams were active statewide
- 388 CERT volunteers received training
- 32 NHDART volunteers received training
- 35 organizations were coordinated by NHVOAD
- 105 AmeriCorps members received Ready Corps training

**NH VOAD Teams & Volunteer NH Partners**
Volunteer NH has hosted the Spirit of NH Awards as an annual celebration of volunteerism since 2003. This event recognizes those who go above and beyond the call to serve throughout the Granite State, putting a spotlight on the otherwise unsung heroes among us in celebration with families, friends, and the greater community.

One attendee praised the event, saying that they “just love that there is such a thing” as the Spirit of NH Awards. “So many amazing things happen in New Hampshire because of volunteers,” they continued, “It is a joy to be able to honor them formally.”

In 2018, Volunteer NH presented awards to 103 individual/group volunteers and nonprofits/businesses that act as volunteer champions. Beth Carson was awarded the evening’s highest distinction, the Spirit of NH Award. Beth is a remarkable Home Health and Hospice Care volunteer from Hudson, NH. Beth’s presence comforts each patient and their family members, giving them the peace of mind that their loved one has received care, dignity and respect. “I love what I do for the patients and the support I can give the families,” Beth said in an interview with the Nashua Telegraph. She truly embodies the Spirit of NH!

The Community Pillar Award is presented 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 2018, Team Rubicon received the Community Pillar Award for their remarkable contributions to community service and volunteerism in New Hampshire. In the eight short years since its inception, Team Rubicon has generated the equivalent of $19.18 million in labor, leading 282 disaster response, mitigation, and recovery operations in 19 countries. Here in New Hampshire, we have come to rely on Team Rubicon skilled volunteers to assist with disaster clean-up. We are grateful to have the resources that they bring to our state!

The Spirit of NH Awards ceremony was made possible by the Spirit of NH Legacy Sponsor Bellwether Community Credit Union, Recognition Sponsors Harvard Pilgrim Health Care, Normandeau Associates and Lonza Biologics, as well as several other generous donors.
National Service in New Hampshire

AmeriCorps members are truly inspiring individuals who selflessly serve the needs of our communities. Those who participate in AmeriCorps programs have had a lasting benefit on New Hampshire. We are grateful for the compassion and optimism that you work so hard to spread!

GOVERNOR CHRIS SUNUNU

National Service programs are essential to supporting critical needs in New Hampshire. As the state’s designated State Service Commission, Volunteer NH promotes volunteer service and stewards the National Service funds provided by the Corporation for National and Community Service (CNCS). More specifically, we administer AmeriCorps State program grants and partner with other National Service programs, including AmeriCorps VISTA, AmeriCorps National Civilian Community Corps (NCCC) and Senior Corps. These programs place service members statewide to support our citizen and community needs.

KEY:
- Blue = AmeriCorps Victims Assistance Program
- Red = Granite State Education Corps
- Gray = Success Corps
- Tan = Student Conservation Association - NH Corps
- Green = Lakes Region Conservation Corps
- Yellow = City Year NH
- Orange = Community Resource Corps
AmeriCorps

AmeriCorps programs use National Service to address critical community needs across a range of focus areas. In New Hampshire, our current programs' focus areas fall within Education, Environmental Stewardship, Economic Opportunity, and/or Healthy Futures. All AmeriCorps members in these programs serve for a period of 3 to 12 months and receive an Education Award to pay off qualified student loans or expenses upon successful completion of their service term. AmeriCorps State programs see service as a solution to local and national challenges, and create powerful member experiences that often result in lifelong civic engagement.

Healthy Futures

COMMUNITY RESOURCE CORPS

The Community Resource Corps (CRC), a program of 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.

HEATHER HAINES

I could see him light up when he realized that I really care and want to help.... Fast forward 3 months and he is still in recovery. He has a job, a place to live, and when I see him he no longer looks at the ground. He has a smile on his face and a laugh that is contagious. He also helps other people get connected to resources and refers people to me.

HEATHER HAINES
Resource Corps Member, sharing the impact of her service on a client

IN 2018:

- 358 individuals affected by substance use and behavioral health disorders received community health worker services
- 216 individuals affected by substance use and behavioral health disorders received primary and behavioral health care
- 112 individuals affected by substance use and behavioral health disorders were successfully referred to recovery/treatment centers
Environmental Stewardship

LAKES REGION CONSERVATION CORPS

The Lakes Region Conservation Corps (LRCC) members conduct conservation work on trails, waterways, public lands, and other natural areas in the lakes region of New Hampshire. Members remove invasive species, maintain trail networks, educate the public on local and regional conservation initiatives, spearhead reports on conservation efforts, and lead volunteer crews. The program is based out of the Squam Lakes Association with host sites at the Green Mountain Conservation Group, Squam Lakes Conservation Society, Lakes Region Conservation Trust, New Hampshire Lakes, Lakes Region Conservation Trust, Newfound Lake Region Association, and the Lake Winnipesaukee Association.

IN 2018:

- 46 miles of trails or rivers were treated and improved
- 8 acres of parks or public land were treated and improved

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 January the New Hampshire AmeriCorps program welcomes 30 members to Bear Brook State Park who serve in one of two 10-month corps positions: Conservation Steward or Interpretive Ranger. In either case, members provide environmental education programming to the state’s residents and visitors, and complete conservation service projects that improve and protect the state’s cultural, recreational, and natural resources.

IN 2018:

- 1,123 individuals increased their knowledge of environmental stewardship
- 73 miles of trails or rivers were treated and improved
- 90 acres of parks or public land were treated and improved
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 near-peer mentoring. City Year New Hampshire deploys 70 AmeriCorps members to serve in 8 elementary schools in the City of Manchester.

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. In addition to their in-school service, members coordinate service projects and workshops for corporate and school partners. Through these efforts, City Year’s work impacts children and communities in Manchester and across the Granite State.

IN 2018:

- 195 students improved their academic performance in literacy
- 109 students improved their academic performance in math
- 114 students improved their attendance

GRANITE STATE EDUCATION CORPS

Granite State Education Corps was a program of Goodwill Industries of Northern New England, and served its final term in 2018. The program placed AmeriCorps members in New Hampshire schools and nonprofits to serve at-risk students attending Title 1 and struggling schools. Members served in and out of school in order to increase student engagement through mentoring programs, academic support, service learning opportunities, and outreach within the community.

IN 2018:

- 116 students completed a GSEC education success program
- 79% improved their academic performance
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.

IN 2018:

- 284 students completed a Success Corps education program
- 256 students demonstrated improved attitudes towards education
- 256 students improved their academic behaviors

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 by promoting community service and a lifetime commitment to volunteerism.

Members of the AmeriCorps Victim Assistance Program are placed 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.

IN 2018:

- 1,438 survivors received financial literacy services
- 544 survivors received housing placement services
Granite State Service Corps is a new program of Goodwill Industries of Northern New England, replacing Granite State Education Corps. The program began in late 2018, placing AmeriCorps members in New Hampshire schools and nonprofits to serve at-risk students who have been impacted by the foster care system.

GSSC members spend time in and out of school in order to support students that have been impacted by Adverse Childhood Experiences (ACES). Members’ efforts are focused on building resiliency and increasing childhood protective factors; they mentor youth, provide parenting classes, and support foster youth aging out of foster care in schools, after school programs and family resource centers throughout New Hampshire.

Harbor Homes, Inc. received funding for their new Recovery Corps program in 2018, with plans to bring on members in early 2019. The members will build the recovery capital of substance users in the Greater Nashua area and in eight Recovery Community Organizations throughout NH. At the end of the first program year, the AmeriCorps members will be responsible for having helped individuals seek, access, and maintain treatment and recovery services.

Whether combating the opioid crisis or helping students graduate or preserving our public lands, AmeriCorps members are making New Hampshire a safer, stronger, and healthier place to live, and we are grateful for their service.”
Service Days

Service days provide opportunities to highlight the impact of service, and a chance for members to meet one another and to connect with their communities outside of regular service activities.

MARTIN LUTHER KING JR. DAY OF SERVICE

In January 2018, AmeriCorps members serving all over the state came together to celebrate Dr. King’s vision of a “Beloved Community.” The MLK Day of Service promotes individual empowerment, strengthening communities, bridging barriers, and creating solutions to social problems. To that end, members engaged in volunteer projects, diversity workshops, and a donation drive to benefit the New Hampshire Food Bank.

IN 2018:
- 236 AmeriCorps members participated in the MLK Day of Service
- 38 community projects were completed
- 644 pounds of food (537 meals) was donated to feed New Hampshire’s food insecure residents

AMERICORPS WEEK

AmeriCorps Week is a time dedicated to highlighting the programs and organizations that make this national service initiative possible, along with the members who have pledged to “Get Things Done” since AmeriCorps was launched in 1994.

During AmeriCorps week in 2018, New Hampshire’s AmeriCorps members completed volunteer projects in their communities and came together for an afternoon at the State House. The members learned about New Hampshire’s governing systems and then joined Governor Sununu and other local leaders in the House Chambers to share stories of the impact that service has on individuals and communities.

IN 2018:
- 142 AmeriCorps members participated in AmeriCorps Week events
- 18 community projects were completed

SEPTEMBER 11TH NATIONAL DAY OF SERVICE AND REMEMBRANCE & UNITED WAY DAY OF CARING

September 11th is a National Day of Service and Remembrance, as designated by Congress in 2009 and held up by the CNCS ever since. National Service members participate in community service as a forward-looking tribute to the 9/11 victims, survivors, and those who rose up in service in response to the attacks.

The National Day of Service and Remembrance coincides with the Granite United Way Day of Caring campaign, which aims to mobilize the caring power of people in our community. Volunteer NH is a partner to Granite United Way, and helps to engage people in the event using Get Connected website that is a joint project between our two organizations.

IN 2018:
- 2,542 volunteers participated in New Hampshire events
- 155 service projects were completed at sites all over the state
In May of 2018, Volunteer NH hosted its 35th annual Governor’s Conference on Volunteerism. This event is a professional development opportunity designed specifically for volunteers and volunteer managers, and it also commonly draws participants and presenters from nonprofits, businesses, and the National Service sector. Sessions were offered on a wide variety of topics, including recruitment/retention, marketing, nonprofit-business partnerships, and burnout prevention.

Participants said:

“Excellent workshop presenters and wide range of presentation topics—specific to service, but also tangential such as burnout, policy, etc. All were very valuable”

“There was a wonderful variety of classes to take, [which] made it difficult to decide. Each class that I took was excellent.”

“I learned about fundraising, civic engagement, [and I was] inspired to find my niche in addressing societal issues”

Volunteer NH also presented the Governor’s Outstanding Volunteer Manager of the Year Award at the Governor’s Conference on Volunteerism. In 2018, former Governor John Sununu presented the award to Margo Bell, Executive Director of the Nashua Senior Activity Center. Margo has been with the center since 1983, just five years after they opened their doors. “In the hustle and bustle of each busy day, we may not show our appreciation to Margo as effectively as we should,” confessed a longtime volunteer on Margo’s team. “At the end of any given day, we perform and deliver as a team due to the efforts of Margo’s strong leadership.”

Thank you to all of our sponsors, and especially to our Champion Sponsor, Fidelity Investments, for making this event possible.
In 2018, Volunteer NH partnered with local State Service Commissions and our ME/NH/VT CNCS State Office to host a new training and networking opportunity designed with National Service staff in mind. The Northeast National Service Conference took place the day before the Governor’s Conference on Volunteerism, and was open to staff of AmeriCorps State & National, VISTA programs, Senior Corps programs, and State Service Commissions.

Attendees participated sessions tailored to highlight best practices and address the needs of their programs. Participants were given the opportunity to communicate with National Service leaders including Barbara Stewart (CEO of CNCS), Chester Spellman (Director of AmeriCorps), and Deborah Cox-Roush (Director of Senior Corps). The event was a wonderful success.

In addition to this new conference for National Service staff, Volunteer NH also partnered with Old Sol Alliance and AARP NH to host a special reception event at the McAuliffe-Shepard Discovery Center in Concord, NH. Old Sol Alliance announced the summer pilot of their new Concert Corps initiative, a full-time national service program for college students in northern New England.

**Northeast National Service Conference**

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**IN 2018:**

- 5 training sessions were offered
- 130 individuals attended the conference
- 9 states were represented
High Impact Volunteer Engagement

In 2018, the High Impact Volunteer Engagement (HIVE) initiative successfully completed its first cohort year under the direction of the NH Center for Nonprofits and supported by Volunteer NH. 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.

10 nonprofit organizations participated in the HIVE cohort.

100% of participating organizations demonstrated improvement in 3 or more areas of volunteer management and capacity indicators.

100% of participants indicated that the project helped them increase their ability to engage skilled volunteers, with 27% indicated that the project greatly increased their organization's ability to effectively engage skilled volunteers.

93% of participants reported that the HIVE initiative helped them gain knowledge, skills, and resources that will enable them to build organizational capacity.

109 skilled volunteers were successfully recruited by participants, serving 2,681 hours to help implement the HIVE cohort’s projects. This surpassed the goal of 30 skilled volunteers serving 2,000 hours of service time.

NH Center for Nonprofits
THE 5TH ANNUAL
Volunteer NH Charity Golf Tournament

In August of 2018, Volunteer NH hosted the 5th Annual Charity Golf Tournament at the Wentworth By The Sea Country Club in beautiful Rye, NH. This event brings together leaders from businesses and nonprofit organizations all over the state, raising awareness and increasing personal investment in our mission to keep volunteerism strong in New Hampshire. 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.

Thank you to Normandeau Associates for serving as the top sponsor of the Charity Golf Tournament in 2018 and every year, beginning with the inaugural event in 2014.

IN 2018:

- 80 golfers participated, representing 14 organizations and 24 individual supporters
- $8,947 in unrestricted funds were raised
Thank You

TO OUR TOP SPONSORS

Volunteer NH would not be where it is today without the dedicated support of its business and nonprofit partners. It is because of the commitment from our partners that we can work every day to further service and volunteerism throughout New Hampshire. To all of our supporters and partners, THANK YOU!