Volunteer NH envisions our state as a place where people volunteer together to build strong and connected communities. We bring our vision to life by engaging those communities to solve local challenges through volunteerism.

Our Mission

Table of Contents

1. About VNH
3. Volunteer Resources
5. Spirit of NH Awards
6. National Service
11. Volunteer Generation Fund
15. VNH Funding & Investments
17. VNH Sponsors

Cover Photo:
Members take the AmeriCorps Pledge at the NH Covid Community Care Corps program kickoff. (July 7, 2020)
Dear Friends,

In early 2020, the COVID-19 pandemic ushered in a set of challenges that have tested the resilience of every Granite Stater in the months and years that followed. We at Volunteer NH are grateful beyond words for the dedicated team of staff, Board of Directors and committee members, sponsors, and other partners who have banded together around a common goal: engaging NH communities to solve local challenges through volunteerism.

2020 and 2021 were two years of significant growth and change for Volunteer NH. For the first time, we have leaned heavily on technology in order to keep ties strong between community members. We have also taken a hard look at the widespread injustice that our marginalized peers face every day, and committed ourselves to doing our part in the movement toward justice, equity, diversity, and inclusion (JEDI). This commitment has resulted in creation of a JEDI Plan, which will serve as a guiding document for Volunteer NH practices, policies, and procedures from this point on.

As we look back on the past two years, we are so proud of all that has been accomplished. Some of the work we are most excited about includes:

• Members of our eight AmeriCorps programs in NH served a total of over 2,800 individuals of all ages: helping communities bounce back from the pandemic by supporting the transition to remote learning, providing mentoring and tutoring services, tackling food insecurity, providing financial literacy services, supporting survivors of domestic and sexual violence, and so much more.

• We launched our first-ever Volunteer Generation Fund (VGF) cohort, awarding $214,315 to 10 nonprofits serving NH communities. These organizations improved their volunteer programs and supported nearly 5,000 volunteers as they served more than 390,000 hours during the past year!

• Get Connected, our volunteer-matching website has grown to nearly 16,000 registered users and 525 active volunteer opportunities, which have an 80% response rate within the system. Get Connected saw an especially impressive increase in use during the early days of the pandemic, with more than 1,700 individuals expressing interest in providing volunteer assistance in March – May of 2020.

• The 2020 Governor’s Conference on Volunteerism was our first foray into the world of hosting virtual events – and although the move online was one made out of necessity, it was a wonderful success! 550+ participants from New Hampshire and beyond attended our 11 sessions, which are now available for anyone to view as part of the new Volunteer Resource Center section of our website. The 34 sessions from our 2022 conference (also virtual) were attended by nearly 500 participants, and the recordings have since been added to our website, as well.

• In the past two years, we honored 126 deserving Spirit of NH Award recipients for their commitment to volunteer service, with more than 500 people tuning in each year to view the live-streamed events. We introduced an interactive award, the People’s Choice Award, beginning in 2020 as an effort to engage the public in the new, virtual setting.

We are honored and excited to present this combined 2020 & 2021 Annual Report to share some of the highlights from this difficult yet inspiring time. In 2022, you can count on us to continue working with our vision always in mind: New Hampshire as a place where people volunteer together to build strong and connected communities.

Gretchen Stallings, Executive Director

Steve Epstein, Board Chair
Get Connected

Get Connected started as a partnership between Volunteer NH and Granite United Way to create a comprehensive online hub for New Hampshire’s volunteerism. Much like any online retailer or classified advertisements website, Get Connected is set up with volunteer needs categorized and searchable by location, organization, and focus area.

Nonprofits use Get Connected to attract, manage, and report on volunteer activities in their organizations. Volunteers use Get Connected to find nearby opportunities that fit their interests and schedules.

volunteernh.galaxydigital.com

In 2020:

- **15,071** individuals were registered as volunteers, including **2,589 new users**
- **832** nonprofit organizations were registered users, including **76 new organization profiles**
- **1,345** active volunteer opportunities were available, including **263 new opportunities**

In 2021:

- **16,287** individuals were registered as volunteers, including **1,228 new users**
- **883** nonprofit organizations were registered users, including **51 new organization profiles**
- **1,566** active volunteer opportunities were available, including **238 new opportunities**

Volunteer Resource Center

Launched in 2021 on the Volunteer NH website, the Volunteer Resource Center is a one-stop-shop for helpful materials. Browse a variety of pre-recorded video content from the 2020 and 2021 Governor’s Conference on Volunteerism, as well as, tools and templates and best practices designed to benefit anyone engaged in volunteerism.

**Volunteer Managers** can find information on designing effective and accessible opportunities, recruitment and screening, onboarding and training, support and feedback, tracking and communicating impact, volunteer recognition, and more.

**Business Professionals** can learn how to increase the impact of their company’s social responsibility initiatives, recognize and address and discrimination, track and communicate volunteer impact, and more.

**Individual Volunteers** can develop skills to increase their impact, communicate effectively, access what they bring to an organization as a volunteer, and more.
Governor’s Conference on Volunteerism

The Governor’s Conference on Volunteerism is a professional development opportunity with the goal of supporting and strengthening NH volunteer programs and organizations. Despite the challenges of the COVID-19 pandemic, the conference has been wonderfully successful in its new, virtual form.

Aside from training sessions, the conference also typically features the presentation of the Governor’s Outstanding Volunteer Manager of the Year Award. The 2020 award (actually presented during that year’s Spirit of NH Awards) went to Nicole Finitsis of Beacon Hospice Care, an Amedisys Company. In 2021, Governor Sununu joined the welcome session to present the award to Kathleen Stuart of the NH Senior Companion Program.

### In 2020

- **11** training sessions offered
- **564** attendees

  Sessions covered topics such as:
  - Self-care in the technological age
  - Preparing for emergency needs
  - Providing virtual services to children, youth, & families
  - Motivating volunteers with Maslow’s Hierarchy of Needs

### In 2021

- **21** live training sessions, plus
- **13** pre-recorded sessions offered
- **496** attendees

  Sessions covered topics such as:
  - Recognizing & addressing discrimination
  - Shepherding an effective volunteer program in the virtual world
  - Selfhood & service

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**Bryan Bessette**  
Executive Director  
The Freedom Cafe

**2020 Keynote Address**  
*The Power of Giving Power Away: Finding Fit to Maximize Volunteer & Organization Impact*

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**Dr. Shanita Williams**  
Associate VP of Talent Engagement & Inclusion  
Southern New Hampshire University

**2021 Keynote Address**  
*Community Building: How to Foster Inclusive & Connected Spaces*
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.

Normally hosted in front of a live audience, the COVID-19 pandemic presented an opportunity to reach a wider audience through live-streaming. In 2020 and 2021, more than 120 awardees from across New Hampshire were interviewed over Zoom, and every awardee video was shared during a week-long social media campaign leading up to the event.

The People’s Choice Award was created in 2020. For the first time ever, the general public was able to cast votes during a social media campaign leading up to the Spirit of NH Awards.

In 2020, the winner of the People’s Choice Awards was Ishwori Bhatta of the NH Nepali Community.

In 2021, voters chose Clifton West Jr, Co-Founder of Black Lives Matter Seacoast.

Jaimie Adams received the Spirit of NH Award in 2020 for her volunteer work in long-term care during the height of the COVID-19 staffing shortage.

The recipient of the 2021 Spirit of NH Award was the McGregor Memorial EMS membership, a team of more than 70 volunteer first responders who have made a tremendous impact on their community throughout the COVID-19 pandemic.

A special thank you to Concord Community TV for donating production and streaming services in 2021. Concord Community TV is a nonprofit organization that provides public access to educational programming, local government meetings, and community events.
National Service in New Hampshire

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 AmeriCorps. 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 AmeriCorps Seniors. These programs place service members statewide to support our citizen and community needs.

“For years now, AmeriCorps has been on the front lines of serving communities across the Granite State. This commitment was on full display this past year as we navigated the COVID-19 pandemic-- with over 2,500 volunteers serving at more than 350 sites across New Hampshire.

If this last year has proven anything, it’s that when Granite Staters come together, there’s no challenge we can’t overcome.”

Governor Chris Sununu
AmeriCorps Week Proclamation
March 10, 2021

AmeriCorps

Since 1994, NH residents have served approximately 10 million hours, and earned education awards totaling more than $26.1 million.

2,000 + AmeriCorps members & AmeriCorps Seniors volunteers serve each year across more than 300 service locations in New Hampshire.
AmeriCorps State

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

Granite State Service Corps

Granite State Service Corps (GSSC) is a program of Goodwill Industries of Northern New England, and places AmeriCorps members in New Hampshire schools and nonprofits to serve at-risk students and kids who have been impacted by the foster care system. Members work 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. GSSC members 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.

NH Community Health Corps

AmeriCorps members with Epilepsy Foundation New England serve 10.5 months in a full-time capacity as part of the NH Community Health Corps.

The Foundation’s 14 AmeriCorps Youth and Families Services Coordinators are instrumental in starting and managing a young leaders network to mentor and engage high school and college-aged youth in community service, leadership, advocacy, and community building as well as a Kids Connect Network to engage and mentor youth in skill-building and community-building. In addition, they facilitate parent support groups and provide educational workshops to students and school personnel.

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<td><strong>168</strong></td>
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<td><strong>27,000+</strong></td>
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<td><strong>664</strong></td>
<td>Individuals with epilepsy served</td>
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<td><strong>2,373</strong></td>
<td>individuals received epilepsy education</td>
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## 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.

## Student Conservation Association

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.

### Environmental Stewardship

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<tr>
<td>50</td>
<td>acres of public land improved</td>
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<tr>
<td>37</td>
<td>miles of trails and land improved</td>
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City Year New Hampshire

City Year is an education-focused nonprofit partnering 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 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.

Teach For Impact

The Teach for Impact Corps is a partnership between Goodwill AmeriCorps and Southern New Hampshire University: a 36-credit, 16-month clinical Master’s in Education program with a focus in secondary education STEM teaching and AmeriCorps service hours through a student teaching placement in greater Manchester schools. Members take coursework and engage with students in grades 5-12 from the start of the program, spending a full school year serving alongside practicing educators in local schools. Members must be accepted to SNHU’s Master’s of Education Program and are required to pay tuition fees.
Planning Grants

Planning grants are awarded to organizations so they can develop the necessary elements (infrastructure, staffing, policies, and community partnerships) to apply for and create a successful AmeriCorps program. Organizations who receive the grant spend up to one year developing their potential program.

In 2020, Volunteer NH awarded a planning grant to Goodwill Industries of Northern New England which was completed in 2021. Campus Compact NH and United Way of Greater Nashua were awarded planning grants in 2021 that will be completed in 2022.

Visit our comprehensive database of AmeriCorps opportunities in New Hampshire by visiting our new Serve, Learn, Earn website! View our database and filter by location, duration, or cause to find a position that’s right for you.

Are you an AmeriCorps member or alum?

- View institutions of higher education that provide benefits such as a Segal Award match or discounted tuition.
- Search among local employers that provide special precedence or other considerations to job applicants.
Volunteer Generation Fund (VGF)

The Volunteer Generation Fund (VGF) is a grant program funded by AmeriCorps and distributed to State Service Commissions such as Volunteer NH. VGF strengthens nonprofit organizations to recruit and retain volunteers to meet critical community needs.

In 2020, the High Impact Volunteer Engagement (HIVE) initiative successfully completed its third and final year under the direction of the NH Center for Nonprofits and supported by Volunteer NH and VQ Volunteer Strategies.

The initiative was designed to build the capacity of New Hampshire’s nonprofit organizations through skilled volunteer engagement, structured in a way that incrementally embedded the HIVE initiative into the ongoing offerings of the NH Center for Nonprofits.

Volunteer NH’s first-ever cohort of VGF subrecipients concluded in the fall of 2021. For the 10 participating nonprofits who completed the cohort year, the funding enabled them to expand their volunteer programs, recruit and retain volunteers, and develop strategies to better utilize their volunteers.

- 10 nonprofit cohort participants
- $214,315 in federal VGF awards
- 4,858 volunteers managed, including 1,875 new volunteers
- 390,869 hours served, including 208,422 hours served by new volunteers

Eight original cohort participants plus an additional four new applicants have been awarded $276,959 for the 2021-2022 VGF cohort.

- 9 nonprofit HIVE cohort participants
- 100% of participating organizations increased their efficiency, effectiveness, and/or program reach
- 303 volunteers recruited/managed
- 9,971 hours served by recruited/managed volunteers
VGF funding is enabling the Animal Rescue League of NH to create virtual 15 trainings and enhance in-person trainings to better prepare their volunteers for success.

AVA Gallery and Art Center has utilized VGF funds to increase their volunteer capacity and kickstart new projects.

The grant has made it possible to hire a Volunteer Coordinator, thereby enabling the BCDC to spend the time required to do outreach and form community

Friends Forever International’s VGF project focuses on developing a marketing and outreach strategy in order to recruit more community volunteers.

The Volunteer Support team at the Girl Scouts of the Green & White Mountains are focusing their VGF project on a new technology-driven membership management system.

With this funding, HAVEN intends to develop comprehensive and interactive online training for volunteer advocates, interns, and AmeriCorps members.

With VGF funding, Lakes Region Community Developers is working with their residents to form Resident Councils at their individual housing communities.

With the support of VGF funding, The Music Hall plans to establish a well-structured, sustainable intergenerational recruitment program to create an age-diverse volunteer corps.

The MRWC aims to increase skilled, multi-year volunteerism around improvements to water quality and access to greenspace for southern NH residents.

Willing Hands will expand their volunteer base through recruitment strategies to help grow, glean, & distribute more fresh, healthy food to those in need in the Upper Valley of NH.
The Volunteer NH Charity Golf Tournament began in 2014 as an opportunity to connect and grow relationships between New Hampshire’s nonprofit and business leaders. Held at a beautiful oceanside course, Wentworth by the Sea in Rye, NH, we are joined each year by sponsors, supporters of volunteerism and corporate social responsibility, board members, and friends of Volunteer NH.

While the COVID-19 pandemic put our tournament on pause in 2020, in 2021, we drew more participants than ever before. We partnered with the GolfStatus online platform, participating in their Golf For Good program for nonprofit organizations. Through their online system, we seamlessly registered more than 125 players.
In 2020, Volunteer NH was awarded CARES Act funding by the state of NH to ensure that volunteer organizations, especially National Service programs, were not only able to continue providing necessary services to New Hampshire citizens, but were also given the opportunity to create new and innovative ways to support those impacted by the COVID-19 pandemic.

### NH COVID Community Care Corps

Volunteer NH was able to support a new COVID-19-focused AmeriCorps VISTA program, the NH COVID Community Care Corps (NHCCC), piloted in the summer of 2020. Collectively, members:

- Disseminated vital public health information
- Led youth summer recreation activities
- Worked on volunteer recruitment/retention strategies for non-profits & municipalities
- Developed additional Medical Reserve Corps to assist with vaccine distribution or other future medical response needs
- Distributed over 10,000 meals to youth and families struggling with food insecurity.

### Serve & Learn Program

Volunteer NH partnered with the University of New Hampshire's Carsey School of Public Policy to launch the Serve and Learn Program in October 2020. Three college courses were developed, marketed, and subsidized for those engaged in the COVID-19 pandemic response to be able to take for free or at a reduced rate.

Over 70 people from across NH registered for the January 2021 term course, including many essential workers and disaster response volunteers, such as nurses, teachers, emergency response managers, and AmeriCorps members.

### Internal Projects at Volunteer NH

Funds were used to pay for additional staff time needed to address COVID-19 specific issues. Volunteer NH was also able to hire an additional temporary staff position to devote time to addressing issues both in Volunteer NH and for the National Service programs statewide that arose due to COVID-19. In addition, the organization was able to upgrade technology so that staff were able to work remotely but still accomplish all necessary tasks.

In addition, funds were spent on upgrading online offerings like Serve, Learn, Earn, and livestreaming our events, like the Spirit of NH Awards.

### Supporting National Service

Volunteer NH was able to provide much-needed funding to AmeriCorps State, AmeriCorps VISTA, and AmeriCorps Seniors programs throughout the state – a total of twenty subgrants. The CARES Act funds were able to keep many programs from shutting their doors and keep members supporting their communities in a time when many others were unable to.

With these funds, organizations were able to continue to operate at a time when their services were needed more than ever.

Needs met through this funding included:

- Paying for additional staff time to strategize and plan how best to meet challenges.
- Providing PPE for members
- Buying or updating much needed technology so programs that moved virtually could still engage members in providing their valuable service.
- Creating emergency kits so members would be prepared in the event of quarantine, and allowing programs to reserve space for members to do so.
- Providing specific training for members so they felt prepared to serve during a pandemic.
2020 Financials

CARES Act Funding

$1.5 Million

$199,300
Subgranted to Goodwill Northern New England for the NH COVID Community Care Corps

$705,976
Subgranted to 19 national service programs

Subgrantees:

4 VISTA projects

8 AmeriCorps State programs

7 AmeriCorps Seniors programs
2021 Financials

**AmeriCorps Essential Needs Fund**

All members who requested assistance received funds in 2021

**$16,000**

Is the living stipend for most full-time AmeriCorps members serving in New Hampshire

**$9,000+**

Raised by Volunteer NH throughout fundraising campaigns

138

Members serving in NH received food or fuel gift cards in the amount of

$70

“Being a volunteer is a way for me to give back. When I needed it most, help was offered to me, and I want to be that [help] for others."
Thank You to Our 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!**

### 2020 Governor’s Conference Sponsors

- Bangor Savings Bank
- Cigna
- Eastern Bank
- Delta Dental
- Normandeau Associates
- C&S Wholesale Grocers
- Davis & Towle Insurance Group

### 2020 Spirit of NH Awards Sponsors

- St. Mary’s Bank
- Bellwether
- McLane Middleton
- Delta Dental
- Cigna