



TOWN OF EXETER, NEW HAMPSHIRE  
HUMAN SERVICES  
FY 2018

Organization's Name: \_\_\_\_\_ Year Founded: \_\_\_\_\_

Address: \_\_\_\_\_

Executive Director/ Board Chair: \_\_\_\_\_ Tax ID Number: \_\_\_\_\_

Applicant Contact: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Organization's Mission Statement:

Statement of Grant Purpose; e.g. This grant will be used...:

% of overall services that goes to Exeter residents: \_\_\_\_\_

# of Exeter residents served: \_\_\_\_\_

List all geographic area(s) served by organization: \_\_\_\_\_

Brief Detailed description of how the money will be specifically utilized for Exeter residents:

Amount received from the Town of Exeter (by year) for the last 3 (three) years:

2015 - \_\_\_\_\_ 2016 - \_\_\_\_\_ 2017 - \_\_\_\_\_

Organization's total projected budget for FY 2018: \$ \_\_\_\_\_ Amount Requested: \$ \_\_\_\_\_

**Additional Information Required:**

Please supply the following items for a complete application to be considered:

- Provide a narrative, not to exceed two pages in size 12 font
  - Organization’s overview
  - Program’s impact on Exeter residents
  - Program changes and/ or highlights from the past year
  
- Complete financial statements (Please note: the organization’s 990 may be requested)
  - Operating budget
  - Balance sheet
  
- Board of Directors List
  
- 2017 Funding recipients must submit an Annual Report prior to consideration of 2018 application

I certify to the best of my knowledge that the information in this proposal reflects accurate data concerning need and estimates of planned/delivered services. The proposal was considered and approved for submission by the agency Board of Directors on \_\_\_\_\_ (date).

By signing this application the undersigned offers and agrees, if the proposal is accepted, to furnish items or services that is quoted. This agreement is subject to final negotiation and acceptance by the Board of Selectmen and the Budget Review Committee and subsequent contract award.

Director’s (or Designee) Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit no later than September 8, 2017:

Town of Exeter  
Town Manager  
10 Front Street  
Exeter, NH 03833

# CHANGING LIVES

*The science of compassion. The art of humanity.*

## STATEWIDE QUICK GUIDE TO CFS PROGRAMS & SERVICES 2016



A private, nonprofit  
Protecting Children • Strengthening Families  
Improving Communities • since 1850



Child and Family Services

# CHILD AND FAMILY SERVICES - PROGRAM QUICK -GUIDE

**CFS OVERVIEW:** Child and Family Services of NH is a private, nonprofit that works to advance the well-being of children and families through an array of social services that includes following: child abuse prevention, intervention, treatment; mental health & family counseling; home-based family strengthening & support; runaway & homeless youth services; senior/eldercare; transitional & independent living; foster care; substance abuse treatment; in-school social work; early intervention for children with developmental concerns; after-school programs; pregnancy counseling and prenatal supports; support for families with children who have chronic health conditions; adoption; summer camp; and a child advocacy program that works at the legislative level to protect the best interests of children. Through direct service practice and public policy initiatives, CFS is unique in its ability to guard the rights and serve the needs of New Hampshire children.

Some services are dedicated to specific regions of the state. To find out if a program is offered in your area, visit [www.cfsnh.org](http://www.cfsnh.org)



## EARLY CHILDHOOD / FAMILY SUPPORT

### **ADOPTIVE PARENT SERVICES—**

Homestudies for domestic adoptions; consultation and mediation. Post adoption search and reunion coordination, including counseling and support for birth parents, adoptees and siblings.

### **PREGNANCY COUNSELING/BIRTHPARENT SERVICES—**

Unbiased, confidential counseling for parents facing unplanned pregnancy; expert adoption planning services available.

### **For children who have developmental concerns:**

**EARLY INTERVENTION (EARLY SUPPORTS & SERVICES)—**Provides family centered early supports & services and therapies to infants and toddlers (birth to three) who have developmental disabilities, developmental delays, or who are at risk of delays. Services are provided in the child's natural environment.

### **To ensure healthy start for babies, minimize childhood risks, and maximize potential for family success:**

#### **HOME VISITING / PARENTING PROGRAMS -**

A variety of services designed to assist families with children ages 0-21. Provides emotional support and practical solutions in managing family life. In-home education and support helps to develop skills in areas of child development, communication, healthy choices, budgeting, nutrition, conflict resolution, discipline, and resourcefulness. The Home Visiting team includes nurses, social workers, developmental specialists, health educators and home visitors who provide an array of services to families to ensure good prenatal care, successful birth outcomes, positive early parent/child relationships, optimal early childhood development, and on-going family success.

### **Childhood development assessment:**

**PROJECT LAUNCH—** Provides screenings and evaluations to help families track their child's development, and provides referral and information to enhance child and family progress.

### **For children who have chronic health conditions:**

**PARTNERS IN HEALTH —** Assists families who have a child (birth to 21) with a chronic health condition. Family-centered. Helps families to identify and access resources, and assists with school, insurance companies, medical providers and other resources/services.

## INTERVENTION & TREATMENT

**BEHAVIORAL HEALTH, FAMILY COUNSELING**-- For children, youth, adults, couples and families. Help with child behavior challenges, problems in school, divorce, step-family adjustment, family violence, relationship conflicts, emotional complaints, stress, self-defeating behaviors, addictive behaviors, loss, trauma, anxiety, phobias, and compulsions. Offers a full program of family life education groups.

Our professional team of licensed therapists have specialized training in working with children and families. Supervision meets the highest standards of the National Association of Social Workers and the American Association for Marriage and Family Therapy.

**SUBSTANCE MISUSE TREATMENT**-- State of the art treatment services for those who are experiencing problems with drug/alcohol use. Comprehensive screening, assessments, individual, family and group therapy is available.

**Court-ordered supervised visitation for children and their non-custodial parent: PARENT AIDE (CHILD HEALTH SUPPORT SERVICES)**-- On and off-site supervised visits to help maintain the parent-child bond, provide emotional support, community resources, parenting education, and strategies for families involved in child protective services. Designed to improve family dynamic.

**SAFE VISITATION & EXCHANGE PROGRAM:** Located in West Lebanon, NH, our new center provides a structured and secured environment for children to interact with a parent in the presence of a neutral third party. Allows for comfortable transfer of child from one parent to another without parental interaction. Serves families involved with Vermont Protective Services and NH and VT courts.

**Court-referred youth: THERAPEUTIC DAY TREATMENT PROGRAM**—Intensive daily programs and treatment services for adjudicated youth ages 13-18, and their families. Designed to prevent costly residential placement.

**TRACKING**— Provides therapeutic community services. Includes intensive tracking, supervision and mentoring of youth (ages 11-17).

## **Court-referred family interventions:**

### **INTEGRATED HOME BASED / INTENSIVE FAMILY BASED SERVICES (NH/VT)**

A short-term service designed to restore positive functioning in families that need multiple interventions. Services include family therapy, youth tracking, family skill building, resource development, and parent education and support.

**FAMILY STABILIZATION PROGRAM**– Intensive short- term crisis stabilization for children or adults and their families following an acute psychiatric hospitalization and/or to prevent hospitalization. In-home services help parents, family members and other caregivers find solutions to crisis situations and learn new coping skills for solving family problems. Includes collaboration with involved professionals and case management services linking individuals and families to community resources.

**PERMANENCY SOLUTIONS / FOSTER CARE - (INDIVIDUALIZED SERVICE OPTIONS)**--A high intensity, multi-faceted program designed to facilitate permanence for at-risk youth. Tailors a variety of therapeutic, social and community-based services to the specific needs of a child and his/her family and endeavors to create a safe, stable, positive home environment for each child. Specializes in foster care placement and foster parent recruitment, training and support.



## HOMELESS YOUTH SERVICES

**RUNAWAY AND HOMELESS YOUTH PROGRAM**—Crisis intervention for runaway & homeless youth, and those at risk of running away.

**STREET OUTREACH**—A street team canvasses the community serving as a lifeline to street youth, homeless youth and those at risk of homelessness.

**TRANSITIONAL LIVING PROGRAM**—Safe, stable housing and support services to homeless youth ages 18-21. *Specialty TLP for those who are pregnant or parenting.*

**YOUTH RESOURCE CENTER** --Newly relocated to 326 Lincoln Street, Manchester, the YRC is a drop-in center where homeless youth can access basic needs such as food, clothing, showers, and laundry, and benefit from other life-changing services such as substance treatment, mental health counseling, job training, educational advocacy, and more.

## SCHOOL-BASED SERVICES

**AN ARRAY OF SCHOOL BASED PROGRAMS** dedicated to ensuring positive academic and social outcomes. Focuses on substance abuse prevention, violence prevention, successful home and school partnerships, life skills training, positive peer leadership and goal development. Provides individual, family and/or group counseling and case management services. K – 12.

## COMMUNITY GROUPS: PARENT ED /SUPPORT

**VARIOUS** -- CFS offers a variety of groups for parents throughout NH. Each series focuses on a specific area of interest such as, divorce, children with special needs, teens, family finances, fatherhood, substance misuse, etc., and follows a different curriculum. New groups are being added all the time. [www.cfsnh.org](http://www.cfsnh.org).



## ADVOCACY

Improving the lives of children and families through legislative, judicial, and public policy initiatives. Guided by the **NH CHILDREN'S LOBBY** advisory committee, which is comprised of representatives from the CFS board, and child advocates from various organizations throughout NH.

## SUMMER CAMP

**CAMP SPAULDING (in partnership with the YMCA of Greater Nashua)**—An overnight summer camp for boys and girls ages 7-15. Camp activities include arts & crafts, horseback riding, archery, canoeing, fishing, swimming lessons, hiking, field trips, activity days, campfires and high and low ropes courses.

## SENIOR & INDEPENDENT LIVING

**HOME CARE**—Helps seniors, individuals with disabilities, and those recovering from illness or injury to maintain quality of life and independence in their own home. Skilled, caring professionals including personal care service providers, licensed nursing assistants, a registered nurse, homemakers and companions, work to meet clients' physical, emotional, and environmental needs. Assists with ambulation, nutrition, personal care, medication reminders and household maintenance.



# CHILD AND FAMILY SERVICES - PROGRAM QUICK -GUIDE

## **Manchester Office Statewide Headquarters**

464 Chestnut St.  
Manchester, NH  
800-640-6486 or  
603-518-4000  
www.cfsnh.org  
Email: info@cfsnh.org

## **Youth Resource Center**

326 Lincoln St.  
Manchester, NH  
603-518-4170

## **Keene Office**

29 Center St.  
Keene, NH  
603-357-8772

## **Colebrook Office**

107 Main St.  
Colebrook, NH  
603-237-4884

## **Concord Office**

103 No. State St.  
Concord, NH  
603-224-7479

## **Dover**

728 Central Ave. #A  
Dover, NH  
603-742-5662

## **Exeter Office**

9 Hampton Rd.  
Exeter, NH  
603-772-3786

## **Lakes Region**

719 North Main St.  
Laconia, NH  
603-524-5835

## **Lancaster**

25 Main St.  
Lancaster, NH  
603-788-4172

## **Littleton Office**

28 Lafayette Ave  
Littleton, NH  
603-444-0418

## **Nashua Office**

112 West Pearl St.  
Nashua, NH  
603-889-7189

## **Upper Valley Office**

W. Lebanon  
Village Plaza  
3 Atwood Ave.  
W. Lebanon, NH  
603-298-8237

## **Camp Spaulding**

210 Bog Road  
Penacook, NH  
603-753-9337  
www.campspaulding.org



**Child and Family Services of NH (CFS)**  
FY 2018 Town of Exeter

**Organization History:** Child and Family Services of New Hampshire (CFS) is an independent, nonprofit agency that is dedicated to advancing the well-being of children by providing an array of social services to strengthen family life and by promoting community commitment to meet the needs of children. As NH's oldest charitable children's organization, we have been the leader in improving the quality of life for NH children and their families since 1850. Today CFS has a state-wide presence operating through 11 offices, dozens of community-based settings, and thousands of in-home visits. Last year, 10,400 children, families, and elderly adults were served through 28 programs.

**Organization Mission:**

**Our Mission:** CFS is dedicated to advancing the well-being of children and families by providing an array of social services to strengthen family life and promoting community commitment to the needs of children.

**Our Vision:** Every child and youth is entitled to nurturance, protection, and a chance to develop their full human potential and opportunities to contribute to the common good.

**Our Promise:** CFS is committed to enabling every child to flourish in a healthy, nurturing, self-sufficient family, supported by an involved community.

**Organization Goals:** As a statewide agency, we are organized regionally and deliver our programs locally, striving to meet local needs by providing services tailored to local norms. The following goals have been established in the strategic plan:

- Collaborate, partner, or merge with other agencies to strengthen service delivery bringing new expertise to communities.
- Through the statewide regional Boards, make CFS relevant as both a statewide and local organization.
- Maintain financial strength in order to meet community responsibility and achieve CFS mission.
- Maintain and enhance the ability to influence public policy by direct advocacy efforts.

**CFS Programs:** CFS programs are based on current research, balanced with experience, creativity, and clinical skill. CFS has a statewide focus, is organized regionally, and delivers services locally in homes, in the community, and in 11 offices across New Hampshire. We go wherever the clients need us to be, with a majority of services being delivered in the home or in community settings. We travel 910,000 miles annually, tackling the most complex problems facing families today. Our services are designed to improve functioning, communication and relationship skills, reduce anxiety and low self-esteem, and resolve personal issues or family dilemma.

Our programming provides a range of services that include child abuse prevention, intervention and treatment; pre-natal home therapy; services for children who have developmental challenges; family and individual counseling and therapy; adoption assistance; substance abuse treatment; student assistance in area high schools; youth summer camp; foster and kinship

care; child advocacy, runaway, and homeless youth intervention and transitional living; independent living skills and home care for seniors.

**Impact on Exeter Residents:** On behalf of the children and families we serve, thank you for your continued support of Child and Family Services of NH (CFS). Thanks to your generosity, we have been able to continue to provide effective, affordable services to low-income children and their families in your community. We serve Exeter children and families through our office in Exeter as well as in the home, school, and community of Exeter.

Over 90% of our clients live in severe poverty (annual income of \$24,850 or below for a family of four) and most have no other viable option to obtain the services they need to remain independent, productive members of the community. Residents of Exeter who take advantage of CFS services cannot afford these services on their own, and it is only with community support that we are able to provide them with programs at a reduced cost. In the past year, we were able to leverage the town's allocation to deliver a range of services valued at over \$154,192 to 93 Exeter residents.

Your support plays a significant role in ensuring that our services remain affordable and accessible to all community members, regardless of income. Below are our service statistics for 2016. This report shows the unit cost for each service (unit = 1 hour) and how much in charitable revenue is needed to continue offering residents services such as these.

**Last year we provided the following services in Exeter:**

Service	# Individuals Served	Total Time (Hours)	Value of Service/Unit Cost (\$)	Total Value of Service \$
Early Supports and Services	47	672.75	129.51	\$87,127.85
Family Counseling	23	191.25	145	\$27,731.25
Healthy Families America (HFA)	3	12.25	109.32	\$1,339.17
Integrated Home Based Services	13	544	57.36	\$31,203.84
Parent Aide Program	4	71.5	60	\$4,290.00
Private Adoption	3	25	100	\$2,500.00
<b>TOTAL</b>	<b>93</b>			<b>\$154,192.11</b>

*Please see our 'Changing Lives' brochure included with this application for a more detailed description of each of the services we provide.*

With the support of the Town of Exeter, we can continue to offer high quality and cost-effective services to residents and attract other revenue services. By investing in our programs, the community is saving thousands of dollars in its Human Services Budget.

## Board of Trustees 2017

### **Borja Alvarez de Toledo**

464 Chestnut Street  
Manchester, NH 03105

Work: (603) 518-4300  
Cell: (603) 782-6442  
Bus. Fax: (603) 668-6260

Email: [AlvarezdetoledoB@cfsnh.org](mailto:AlvarezdetoledoB@cfsnh.org)  
Employer: Child and Family Services of NH  
Job Title: President/CEO

### **Lauren Adams**

*Trustee since: September 2014*

96 Elm Street  
Norwich, VT 05055

Home: (802) 649-7122  
Work: (603) 225-0477  
ext. 300

E-mail: [lgadams2012@gmail.com](mailto:lgadams2012@gmail.com)  
Employer: Hess Gehris Solutions  
Job Title: Mediator and Conflict Resolution Consultant

### **Suzanne Boulter, MD**

*Trustee since: May 2012*

PO Box 402  
Waterville Valley, NH 03215

Cell: (603) 496-1511

E-mail: [drsboulter@yahoo.com](mailto:drsboulter@yahoo.com)  
Employer: Dartmouth Medical School  
Job Title: Doctor/Professor Pediatrics

### **Elaine Brody**

*1<sup>st</sup> Vice Chair*

*Trustee since: May 2005*

148 Webster Street  
Hudson, NH 03051

Home: (603) 883-2842  
Cell: (603) 860-3586  
Bus. Fax: (678) 536-1361

E-mail: [epbrody@gmail.com](mailto:epbrody@gmail.com)

### **Bill Conrad**

*Chair*

*Trustee since: May 1994*

76 Plummer Road  
Bedford, NH 03110

Home: (603) 666-0072  
Work: (603) 263-1643  
Cell: (603) 703-7841

E-mail: [billc@ppne.biz](mailto:billc@ppne.biz)  
Employer: Poultry Products Northeast  
Job Title: Chief Operating Officer

### **Maria Devlin**

*Trustee since: May 2014*

70 Bean Road  
Merrimack, NH 03054

Cell: (603) 545-7841

E-mail: [maria.devlin@redcross.org](mailto:maria.devlin@redcross.org)  
Employer: Red Cross  
Job Title: Chief Executive Officer

### **Tiffany Diamond**

*Trustee since: May 2015*

5 Harvey Drive  
Goffstown, NH 03045

Cell: (603) 661-8690

E-mail: [tiffanyd7194@gmail.com](mailto:tiffanyd7194@gmail.com)  
Employer: Paradigm Health Plans  
Job Title: Vice President of Operations



**Lou Kaucic***2<sup>nd</sup> Vice Chair**Trustee since: May 2012*

31 Lower Smith Road  
Sanbornton, NH 03269

Home: (603) 527-1910  
Cell: (913) 636-7474

E-mail: **lkaucic@mac.com**  
Employer: Coaches Collective International  
Job Title: Founder/Executive Director

**Brad Kuster***Trustee since: May 2005*

331 Gould Hill Road  
Hopkinton, NH 03229

Home: (603) 746-3245  
Cell: (603) 491-4769  
Work: (603) 226-1919

E-mail: **bradkuster@gmail.com**  
Employer: Conservation Law Foundation  
Job Title: Attorney

**Peggy Lambert***Secretary**Trustee since: May 2007*

654 Raymond Road  
Auburn, NH 03032

Home: (603) 483-5143  
Work: (603) 663-6408  
Cell: (603) 540-6387

E-mail: **plambert@cmc-nh.org**  
Employer: Catholic Medical Center  
Job Title: Director of Critical Care Services

**Kirk Leoni***Treasurer**Trustee since: May 2012*

114 Reservoir Drive  
Weare, NH 03281

Work: (603) 410-2736  
Home: (603) 529-7730

E-mail: **kleoni@nathanwechsler.com**  
Employer: Nathan Wechsler & Company  
Job Title: CPA/President

**Marilyn Mahoney***Trustee since: May 1998*

51 High Street  
Manchester, NH 03104

Work: (603) 668-0359  
Home: (603) 497-2160  
Cell: (603) 494-9673  
Bus. Fax: (603) 624-2364

E-mail: **mmahoney@harveymahoney.com**  
Employer: Harvey & Mahoney Law Offices  
Job Title: Attorney, Founding Member/Partner

**Lyndsee Paskalis***Trustee since: May 2016*

45 Nathan Cutler Drive  
Bedford, NH 03110

Cell: (978) 290-2893

E-mail: **lpaskalis@slvlaw.com**  
Employer: Stebbins, Lazos & Van Der Beken  
Job Title: Attorney

**Ken Sheldon***Assistant Treasurer**Trustee since: May 2012*

32 Blueberry Hill Road  
Amherst, NH 03031

Home: (603) 647-7936  
Work: (603) 494-0762

E-mail: **kenneth.r.sheldon@baml.com**  
Employer: Bank of America  
Job Title: NH President, SVP/SR Client Manager

**Stephanie Singleton***Trustee since: February 2016*

PO Box 916  
Hanover, NH 03755

Cell: (603) 667-0731

E-mail: **stephanielsingleton@hotmail.com**  
Employer: Press Ganey Associates  
Job Title: Advisor, Patient-Reported Outcomes

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**Jennifer Stebbins**

*Trustee since: May 2016*

24 Worcester Square #3  
Boston, MA 02118

Cell: (603) 759-1958

E-mail: **[jstebbins@gmail.com](mailto:jstebbins@gmail.com)**

Employer: XSS Hotels

Job Title: Financial Strategist

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**Child and Family Services  
Board Approved Operating Budget  
2017**

	<b>Budget</b>
<b>Revenues</b>	
Contributions	1,277,194
United Way Allocations	92,000
Gov't Grants and Private Contracts	7,906,041
Program Service Fees	1,808,575
Endowment Transfers	759,000
Charitable Trust Income	91,000
Management Fees	136,800
Rental Income	22,000
Investment Income	13,000
Misc. Income	60,000
<b>Total Revenues</b>	<b>12,165,610</b>
<b>Expenses</b>	
Salaries	7,103,594
Employee Fringe Benefits	642,693
Payroll Related	762,929
Consultants & Purchased Services	429,667
Supplies	66,503
Communications	147,297
Depreciation	107,115
Occupancy	719,060
Equipment Related	134,556
Printing, Advertising, Publications	58,319
Travel	493,321
Conferences & Meetings	21,105
Training	53,112
Assistance to Individuals	928,747
Membership Dues	31,792
Insurance Expense	82,243
Interest Expense	297,000
Other Administrative Expenses	38,994
<b>Total Expenses</b>	<b>12,118,047</b>
Operating Net Surplus/(Deficit)	<b>47,563</b>
Realty Corp Net Surplus/(Deficit)	<b>(47,563)</b>
<b>CFS Operating Net Surplus/(Deficit)</b>	<b>(0)</b>