



TOWN OF EXETER, NEW HAMPSHIRE
 HUMAN SERVICES
 FY 2021

Organization's Name: _____ Year Founded: 1989
 Address: Court Appointed Special Advocates (CASA) of NH
 Executive Director/ Board Chair: Marcia R. Sink Tax ID Number: 02-0432242
 Applicant Contact: Julia LaFleur Email: jlafleur@casanh.org
 Address: PO Box 1327 Manchester, NH 03105 Phone: (603)626-4600

Organization's Mission Statement:

Court Appointed Special Advocates (CASA) of NH provides a voice for abused and neglected children and youth by empowering a statewide network of trained volunteers to advocate on their behalf so they can thrive in safe, permanent homes.

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

A grant from the Town of Exeter in the amount of \$1,500 will be used to elevate our volunteer advocate recruitment efforts in order to serve more children who are the victims of abuse and neglect in the state of NH. Our goal is to serve 100% of cases that come to our attention. Last fiscal year we served 92% of cases that came to our attention. With the current COVID-19 pandemic, NH has experienced a 50% drop in reported abuse and neglect cases. We anticipate that in the coming months we will see a dramatic surge in reports and therefore an increased need for volunteers. Support from the Town of Exeter will directly provided funding to recruit, train and support advocates serving children in your area.

% of overall services that goes to Exeter residents: 1%
 # of Exeter residents served: 20

List all geographic area(s) served by organization: Sate of NH

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

Funding from the Town of Exeter will allow CASA of NH to recruit and train volunteer advocates within your area. CASA of NH estimates that it costs about \$1,460 to support one volunteer advocate per year who will in turn speak for (on average) 2.5 children. These dedicated individuals will serve children residing in Exeter who are the victims of abuse and neglect. These children may attend Exeter schools or may be in the care of relatives or foster families residing in Exeter. Funding will help to give these children a voice in court so that they may find a permanent, loving home.

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

2018 - \$500 2019 - \$500 2020 - \$1,000

Total Municipal Contributions in 2020: \$73,353.64

List each town that contributes and the amount received:

| | |
|--------------------|-------------|
| City of Keene | \$2,000.00 |
| City of Laconia | \$1,500.00 |
| City of Manchester | \$13,000.00 |
| City of Nashua | \$8,576.00 |
| City of Portsmouth | \$1,000.00 |

Town Manager's Office

JUL 30 2020

Revised

| | |
|-----------------------|------------|
| City of Rochester | \$727.64 |
| County of Cheshire | \$2,500.00 |
| Town of Amherst | \$500.00 |
| Town of Antrim | \$500.00 |
| Town of Belmont | \$500.00 |
| Town of Bennington | \$500.00 |
| Town of Boscawen | \$1,000.00 |
| Town of Brookline | \$150.00 |
| Town of Campton | \$1,000.00 |
| Town of Carroll | \$1,000.00 |
| Town of Chatham | \$500.00 |
| Town of Colebrook | \$1,000.00 |
| Town Of Danville | \$1,000.00 |
| Town of Deerfield | \$500.00 |
| Town of Dublin | \$500.00 |
| Town of Dummer | \$500.00 |
| Town Of Durham | \$500.00 |
| Town of Errol | \$500.00 |
| Town of Exeter | \$750.00 |
| Town of Francestown | \$300.00 |
| Town of Freedom | \$1,000.00 |
| Town of Fremont | \$500.00 |
| Town of Gilmanton | \$500.00 |
| Town of Goshen | \$500.00 |
| Town of Groton | \$250.00 |
| Town of Hampstead | \$500.00 |
| Town of Hampton Falls | \$500.00 |
| Town of Harrisville | \$500.00 |
| Town of Haverhill | \$1,000.00 |
| Town of Hinsdale | \$500.00 |
| Town of Hooksett | \$500.00 |
| Town of Hudson | \$500.00 |
| Town of Kingston | \$600.00 |
| Town of Lancaster | \$1,000.00 |
| Town of Landaff | \$500.00 |
| Town Of Langdon | \$500.00 |
| Town of Lee | \$500.00 |
| Town of Lincoln | \$500.00 |
| Town of Litchfield | \$500.00 |
| Town of Londonderry | \$500.00 |
| Town of Lyme | \$500.00 |
| Town of Lyndeborough | \$500.00 |
| Town of Milford | \$3,000.00 |
| Town of New Boston | \$500.00 |
| Town of New Castle | \$500.00 |
| Town of New Ipswich | \$250.00 |
| Town of New London | \$500.00 |
| Town of Newington | \$350.00 |
| Town of North Hampton | \$1,000.00 |
| Town of Northwood | \$500.00 |
| Town of Nottingham | \$500.00 |

| | |
|---------------------------|------------|
| Town of Orford | \$500.00 |
| Town of Piermont | \$500.00 |
| Town of Plymouth | \$1,000.00 |
| Town of Raymond | \$1,000.00 |
| Town of Rollinsford | \$500.00 |
| Town of Rumney | \$500.00 |
| Town of Springfield | \$500.00 |
| Town of Stark | \$100.00 |
| Town of Strafford | \$500.00 |
| Town of Stratford | \$150.00 |
| Town of Thornton | \$500.00 |
| Town of Tilton | \$500.00 |
| Town of Troy | \$500.00 |
| Town of Unity | \$500.00 |
| Town of Wakefield | \$750.00 |
| Town of Walpole | \$500.00 |
| Town of Warren | \$1,000.00 |
| Town of Washington | \$500.00 |
| Town of Waterville Valley | \$500.00 |
| Town of Westmoreland | \$400.00 |
| Town of Wilton | \$500.00 |
| Town of Windham | \$1,000.00 |
| Town of Wolfeboro | \$1,000.00 |

Organization's total projected budget for FY 2021: \$ 2,957,139 Amount Requested: \$ 1,500

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
- 2020 Funding recipients must submit an Annual Report prior to consideration of 2021 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 July 28, 2020 (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 Select Board and the Budget Review Committee and subsequent contract award.

Director's (or Designee) Signature:  Date: July 28, 2020

Submit no later than July 31, 2020:

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

Thank you so much for the Town of Exeter's continued support over many years. CASA of NH respectfully requests an increase in appropriated funds in the amount of \$1,500 during your next funding cycle. The Town of Exeter's support will allow CASA of NH to expand and elevate our continued recruitment efforts in your community. Funding will provide training and support to one, new CASA volunteer advocate so that they may serve children who are the victims of abuse and neglect in Exeter. CASA of NH estimates that it costs \$1,450 to train and support one volunteer advocate per year who, in turn, will serve 2.5 children on average. Currently, we have 5 volunteers who reside in Exeter and 20 children from the Town were served last fiscal year.

For the past 31 years, CASA of NH has served over 10,000 court-involved children and youth, birth to 21, who have been abused and/or neglected by their parents or caregivers. During the 2020 fiscal year (July 1, 2019 – June 30, 2020), 630 of our volunteers advocated for the best interests of 1,438 children across our state. The key to our program is our volunteer advocates, capable and caring citizens from every walk of life who genuinely want to help children. A CASA volunteer advocate is a trained citizen appointed as the Guardian ad Litem (GAL) by the circuit or family court judge to represent a child victim in the court system in cases of abuse and neglect. Our professional staff train, supervise and support volunteers of all backgrounds, providing everything needed to allow ordinary citizens to successfully defend the best interests of vulnerable children. CASA volunteer advocates provide critical information to the judges and the courts, making recommendations that directly impact the child's future. As a result, the family courts of NH are required to request that a CASA volunteer advocate be assigned to every case of abuse and neglect, if available. Our goal is always to serve 100% of cases that we are presented with. Last year we were able to serve 92%.

The current COVID-19 pandemic has had a significant impact on the lives of NH's children and especially those who are the victims of abuse and neglect. In NH and nationally, there is concern among social work and law enforcement experts that children are more at risk for abuse and neglect now because they have not been in school or in other child care and community settings. They are spending less time with people who are normally in positions to support and report (educators, social workers, administrators, counselors) and their social circles have contracted to include just family members. In fact, **in NH alone, reported cases of neglect and abuse made to the Department of Child and Family Services (DCYF) Hotline are down by 50%**. Parents are facing increased stress regarding care for their child while working, confronting economic instability and job loss, and feeling even more food and housing-insecure. For these reasons, CASA of NH anticipates a surge in cases due to the COVID-19 pandemic in the 2021 fiscal year.

Our advocates and staff are responding to the impact of the pandemic strategically, creatively and immediately to ensure that children continue to receive the critical advocacy they need. Our advocate volunteers are connecting with their children remotely, through texting, online platforms (zoom, skype) and social media. Our recruitment and outreach efforts are being done virtually (including interviews and advocate peer support groups), and online advocate resources are being updated daily to help with retention.

CASA of NH has been working closely with leaders from the Judicial Council, DCYF, Health & Human Services, Granite State Children's Alliance, and other state and local organizations and child-focused non-profits to determine next steps and strategies for keeping children safe. The impact of the pandemic could have far-reaching implications for NH's children, but the full scope is yet to be determined. We are anticipating that the need for CASA volunteer advocates will be even greater than before. Your support will help to train and support these volunteers in order to meet the anticipated demand for our services in your area.

In addition to the hardships faced with COVID-19, we are continuing to see the effects of opioid and substance misuse within the families whose children we serve; 86% of new cases last year had a known Parental Substance Abuse Component. In addition to physical abuse and neglect, children have been trafficked for drugs, witnessed their parents overdosing (and in some cases dying), and some have been directly exposed to or have ingested drugs themselves.

Children who are the victims of abuse and neglect are a part of every community within our state. They attend our schools and are often moving from one town to the next due to changes in a caretaker's residence or foster home placement. A CASA volunteer advocate is often the only constant in these children's lives. They meet with them regularly to get a sense of their situation and give them hope and encouragement for a better future.

In addition to all of the good work they do for our children, our CASA volunteers also save our state an estimated \$4.6M in legal fees – fees that would otherwise be paid for by state tax dollars. If CASA of NH cannot assign a volunteer advocate to a case due to lack of availability, the state will then hire a paid GAL (Guardian ad Litem) at \$60 per hour plus travel costs.

The work that the Town of Exeter is helping us achieve has never been more important. The children that our CASA volunteer advocates serve are the unseen victims of not only the on-going drug crisis, but now COVID-19 as well. Unfortunately, like many other non-profit organizations, we have had to cancel our largest fundraisers this year. We are diligently exploring additional, emergency funding to make up for losses to our programmatic support. However, during these difficult times, CASA of NH has and will remain committed to the well-being of our state's silent victims. The Town of Exeter's support is invaluable as we work through this. Your investment in CASA of NH is also an investment in the long-term, wellbeing of victimized children across the state. Your support has been an incredible asset to these children throughout the years and we thank you for your consideration of further assistance during this next funding cycle.

We can't thank you enough for supporting the work of our volunteers throughout many years. If you have any questions about this request, please do not hesitate to contact Julia LaFleur, Development Assistant at (603) 626-4600 or jlafleur@casanh.org.

Profit & Loss Actual and Projected
2020/2021
Previous Budget

| | PRESENT YEAR TOTAL Projected FYE = Actual + Estimated 06/30/20 | Budgeted FYE 06/30/20 | Proj Act % of Budget | Budgeted FYE 06/30/21 (New Year) |
|---|---|--------------------------|-------------------------|--|
| Ordinary Income/Expense | | | | |
| Income | | | | |
| 4100 · Donations - General | 98,537 | 200,000 | 49% | 200,000 |
| 4255 · Donations - Major Gifts | 618,408 | 295,000 | 210% | 295,000 |
| 4150 · Donations - Designated | 3,185 | 0 | 0% | 0 |
| 4175 · Greeting Cards | 24,856 | 35,000 | 71% | 25,000 |
| 4225 · Event Fundraising | 39,512 | 80,000 | 49% | 205,000 |
| 4250 · Event Underwriting | 12,450 | 5,000 | 249% | 140,000 |
| 4260 · CASA Product Sales | 2,253 | 1,200 | 188% | 1,200 |
| 4265 · External Fundraisers | 172,393 | 235,000 | 73% | 150,000 |
| 4350 · Private Grants | 280,159 | 200,000 | 140% | 200,000 |
| 4400 · State - GAL Grant | 798,750 | 798,750 | 100% | 926,550 |
| 4450 · Federal - Nat'l CASA | 147,500 | 147,500 | 100% | 35,000 |
| 4500 · Federal - VOCA | 565,347 | 565,347 | 100% | 669,409 |
| 4503 · Federal - Childrens Justice | 0 | 0 | 0% | 0 |
| 4504 · Federal - Court Imp Proj | 32,600 | 0 | 0% | 0 |
| 4510 · Federal - Title IVE | 28,300 | 28,300 | 100% | 28,300 |
| 4550 · City/Municipality | 62,154 | 80,000 | 78% | 80,000 |
| 4600 · In-Kind Donations | 13,313 | 0 | | 0 |
| 4900 · Other Income | 0 | 0 | 0% | 0 |
| 7001 · Gain/Loss on Sale of Assets | 0 | 0 | 0% | 0 |
| 7010 · Interest Income | 14,016 | 7,680 | 183% | 1,680 |
| 7020 · Dividend Income | 0 | 0 | 0% | 0 |
| | 2,913,732 | 2,678,777 | 109% | 2,957,139 |
| CAPITAL CAMPAIGN | | | | |
| Total Income | 2,913,732 | 2,678,777 | 109% | 2,957,139 |
| Expense | | | | |
| 6000 · Fundraising Expense | | | | |
| 6185 · Gift & Sls Promo - Fundrai | 0 | 100 | 0% | 100 |
| 6400 · Facilities & Catering - Fund | 3,846 | 5,000 | 77% | 29,000 |
| 6525 · Event Supp & Exp - Fundra | 13,294 | 200 | 6647% | 12,700 |
| 6526 · In-Kind-Event Supp & Exp | 0 | 0 | 0% | 0 |
| 6570 · Registratn & Fees - Fundra | 0 | 3,500 | 0% | 17,000 |
| 6645 · Postage & Deliver - Fundra | 2,462 | 3,500 | 70% | 3,500 |
| 6685 · Printing & Statio - Fundrais | 18,327 | 22,500 | 81% | 25,000 |
| 6830 · Salaries - Fundraising | 0 | | 0% | |
| Total 6000 · Fundraising Expense | 37,930 | 34,800 | 109% | 87,300 |
| 6005 · Office Equipment/Software | 107,721 | 2,000 | 5386% | 6,200 |
| 6006 · Moving and New Location Co | 40 | 0 | 0% | 0 |
| 6010 · Advertising | 0 | 500 | 0% | 500 |
| 6035 · Bad Debt Expense | 0 | 0 | 0% | 0 |
| 6040 · Bank Service Charges | 436 | 0 | 0% | 0 |
| 6050 · CASA product | 3,860 | 1,500 | 257% | 1,500 |
| 6070 · Conferences - Registration | 2,554 | 1,960 | 130% | 1,960 |
| 6080 · Conferences - Meals & Ent. | 381 | 100 | 381% | 100 |
| 6090 · Conferences - Accom/Travel | 1,985 | 1,928 | 103% | 1,928 |
| 6092 · Consulting | 21,777 | 45,500 | 48% | 50,500 |
| 6094 · Court Improvement Proj Expe | 0 | 0 | 0% | 0 |
| 6095 · CC Service Charges | 8,752 | 9,600 | 91% | 17,500 |
| 6115 · Donations | 0 | 0 | 0% | 0 |
| 6120 · Dues, Membrshps, & Subscrip | 7,040 | 6,022 | 117% | 7,376 |
| 6170 · Fees & Registrations | 5,020 | 6,750 | 74% | 7,580 |
| 6180 · Gifts & Sales Promotions | 1,297 | 1,000 | 130% | 1,000 |
| 6200 · Health Insurance | 197,776 | 209,424 | 94% | 256,834 |
| 6250 · Ins - General Liability (Jul Rnw | 8,639 | 7,648 | 113% | 8,898 |
| 6260 · Ins - Content (Jul Rnwl) | 3,144 | 3,221 | 98% | 3,238 |
| 6270 · Ins - Director/Officer (Jul Rnw | 2,498 | 2,394 | 104% | 2,573 |
| 6275 · Ins - Atty. Prof. Liab (Mar Rnw | 5,356 | 5,517 | 97% | 10,873 |
| 6276 · Ins - Tail (Jul Rnwl) | 0 | 0 | 0% | 0 |
| 6278 · Ins - Emp Dishonesty (Jul Rnw | 363 | 401 | 91% | 374 |
| 6291 · Ins - Umbrella | 2,002 | 1,763 | 114% | 2,062 |
| 6280 · Ins - Volunteer Accident (Jul F | 2,381 | 2,452 | 97% | 2,452 |
| 6290 · Ins - WC (Jul Rnwl) | 2,853 | 4,703 | 61% | 4,371 |
| 6292 · Ins - Internet (Jul Rnwl) | 1,393 | 1,435 | 97% | 1,435 |

**Profit & Loss Actual and Projected
2020/2021
Previous Budget**

| | PRESENT YEAR TOTAL Projected FYE = Actual + Estimated 06/30/20 | Budgeted FYE 06/30/20 | Proj Act % of Budget | Budgeted FYE 06/30/21 (New Year) |
|---|---|--------------------------|-------------------------|--|
| 6350 · Maint Agrmnts/Serv Contracts | 23,506 | 4,930 | 477% | 10,310 |
| 6355 - Maintenance - Computers | 51,232 | 27,620 | 185% | 31,879 |
| 6380 · Meals & Entertainment | 12,718 | 8,500 | 150% | 14,700 |
| 6440 · Mileage & Travel | 46,491 | 54,000 | 86% | 62,000 |
| 6480 · Office Functions | 2,473 | 2,750 | 90% | 2,750 |
| 6520 · Office Supplies & Expense | 35,971 | 26,400 | 136% | 26,400 |
| 6560 · Payroll Service Fees | 4,297 | 2,430 | 177% | 4,552 |
| 6580 · R/M Building | 7,711 | 7,196 | 107% | 10,496 |
| 6600 · Payroll Taxes | 130,863 | 135,119 | 97% | 148,306 |
| 6640 · Postage & Delivery | 15,031 | 13,800 | 109% | 17,400 |
| 6680 · Printing & Stationary | 11,073 | 3,780 | 293% | 6,450 |
| 6682 · Real Estate Taxes | 0 | 0 | 0% | 0 |
| 6686 · Recruitment & Training Exper | 127,392 | 85,200 | 150% | 99,200 |
| 6690 · Rent | 49,935 | 40,032 | 125% | 51,576 |
| 6710 · Contracted Help | 0 | 5,000 | 0% | |
| 6720 · Prof Fees - Accounting | 14,369 | 14,000 | 103% | 14,500 |
| 6730 · Prof Fees - Legal | 0 | 0 | 0% | 0 |
| 6740 · Prof Fees - Technology | 0 | 0 | 0% | 0 |
| 6745 · Prof Fees - Grant Writing | 15,798 | 17,160 | 92% | 21,320 |
| 6790 - Perfomance Compensation P | 6,500 | 47,000 | 14% | 53,200 |
| 6804 · Salaries - Accounting | 65,312 | 63,040 | 104% | 69,888 |
| 6805 · Salaries - Technology | 85,693 | 85,696 | 100% | 132,496 |
| 6810 · Salaries - Staff | 699,413 | 689,478 | 101% | 732,019 |
| 6820 · Salaries - Volunteer Coord. | 752,086 | 752,535 | 100% | 773,951 |
| 6850 · Salaries - Legal Services | 168,535 | 160,012 | 105% | 217,108 |
| 6862 · Taxes-IRS-990T | 0 | 0 | 0% | 0 |
| 6880 · Telephone & Internet | 20,980 | 22,392 | 94% | 22,392 |
| 6885 · Training - Staff | 2,712 | 3,500 | 77% | 3,500 |
| 6890 · Utilities | 11,251 | 11,712 | 96% | 11,712 |
| 6895 · Web Design - Covered by Gra | 0 | 0 | 0% | 0 |
| 7200 · Interest Exp | 0 | 0 | 0% | 0 |
| | 2,786,542 | 2,633,900 | 106% | 3,014,659 |
| CAPITAL CAMPAIGN EXPENSES | 0 | | 0% | |
| Total Cash Expenses | 2,786,542 | 2,633,900 | 106% | 3,014,659 |
| Net Operating Income | 127,189 | 44,877 | | (57,520) |
| Other Expenses: Non Cash Items | | | | |
| 6100 · Depreciation Expense | 49,212 | 50,000 | 98% | 50,000 |
| Net Income After Depreciation | 77,977 | (5,123) | | (107,520) |
| Restricted Income: (not in operating) | | | | |
| 7030 · Endowment Fund Gain/Loss | (23,559) | (4,200) | | (7,600) |
| 4700 · Impact Campaign | 602,403 | | | 25,000 |
| 4259-Endowment Funding | 32,805 | 30,000 | | 30,000 |
| | 611,649 | 25,800 | | 47,400 |
| Net Income after Deprec & Restrict | 689,626 | 20,677 | 3335% | (60,120) |

CASA of NH Board of Directors 2019/2020

Amy Covenor – Chairman
WMUR TV, ABC-9

Thomas Buchanan-Treasurer
Derry Medical Center

John Zahr - Secretary
GYK Antler

Evelyn Aissa

Ellen Arnold

Judy Bergeron
MTS Services

Adele Boufford Baker

Michael Burns
CGI Business Solutions

Susan Chollet

Pat Clancey
Pat Clancey Realty

David Eby
Devine Millimet

Nick Giacoumakis
New England Investment & Retirement Group, Inc.

Chief David Goldstein
Franklin, NH Police Department

Terry Heinzmann

Ellen Koenig
New Hampshire Women's Foundation &
NonProfit Consultant

Alan Reische
Sheehan Phinney

Kathleen Thomas
NewDay Solutions

Staff (non-voting members)

Marcia (Marty) Sink- President/CEO
CASA of NH

Betsy Paine- Staff Attorney
CASA of NH



CASA of New Hampshire

A year in review - 2019



CASA
Court Appointed Special Advocates
FOR CHILDREN
NEW HAMPSHIRE

Board of Directors

Amy Coveno, Chair
WMUR TV, ABC-9

David Eby, Immediate Past Chair
Devine Millimet

Thomas Buchanan, Treasurer
Derry Medical Center

John Zahr, Secretary
GYK Antler

Evelyn Aissa
Reaching Higher New Hampshire

Ellen Arnold
Hanover, NH

Judy Bergeron
MTS Services

Adele Boufford Baker
Manchester, NH

Michael Burns
Anthem BlueCross BlueShield

Sue Chollet
Peterborough, NH

Pat Clancey
Pat Clancey Realty

Nick Giacomakis
New England Investment
& Retirement Group, Inc.

Chief David Goldstein
Franklin Police Department

Terry Heinzmann
Manchester, NH

Ellen Koenig
NH Women's Foundation

Bryan Lord
New Venture Advisors, LLC

Alan Reische
Sheehan Phinney

Kathleen Thomas
NewDay Solutions

Departing members:

Arthur Bruinooge, Jerry Howard,
Linda Lovering, Denise McDonough,
Benjamin Gaetjens-Oleson

CASA of NH Staff

Marcia Sink
Marcia Allison
Kristyn Bond
Erin Boylan
Chris Brophy
Pam Carbee
Alicia Connors
Carolyn Cote
Jennifer Curran
Caroline Delaney
Kathleen Devlin
Chris Duhaime

Tessa Dyer
Jonelle Gaffney
Lura Herbrecht
Rebecca Hester
Molly Hill
Jenn Hollinrake
Julia LaFleur
Jerry Larson
Johanna Lawrence
Suzanne Lenz
Holly McCarty
Bernadette Melton-Plante

Joy Nolan
Betsy Paine
Steve Pruyne
Lucie Remillard
Shiloh Remillard
Allison Riley
Jenny Sheehan
Kelly Smith
Jess Storey
Diane Valladares
Jami Wyman

North Country Advisory Board

Ben Gaetjens-Oleson
Town of Lancaster

Pamela LaFlamme
City of Berlin

Patti Stolte
Child & Family Services

Gretchen Taillon
White Mountains
Community College

Brenda Tibbetts
Colebrook, NH

Phil Waystack
Waystack Frizzell

Brad Wyman
Dummer, NH

Sue Wyman
Dummer, NH

Board of Trustees

CASA's Board of Trustees, founded in 2019, supports CASA in an advisory capacity, lending their talents and expertise on occasion to help strengthen and guide our continued growth.

Tom Boucher
CEO
Great NH Restaurants

Hon. John Broderick
Former Chief Justice
NH Supreme Court &
Senior Director of External Affairs
Dartmouth-Hitchcock Health

Art Bruinooge
Past Board Member

Cotton Cleveland
Principal
Mather Associates
CASA Volunteer Advocate

Patrick Duffy
P. Duffy Associates
CASA Volunteer Advocate

Jay Kahn
NH State Senator

Charles S Goodwin
Cogswell Benevolent Trust

Dan Lagueux
Owner
New England's Tap House Grille
& Hip Peas Farm

Linda Lovering
Vice President/General Manager
Lovering Volvo

Sharron McCarthy
President/Publisher
McLean Communications

Nancy Phillips
Owner/President
Nancy Phillips Assoc.

Marcia Zahr
Past Board Member

Your generosity, brighter futures for New Hampshire's children

When CASA of New Hampshire was incorporated in 1989, the idea of what it might become over the next 30 years was only a vision.

It wasn't even a certainty that the program would be accepted by judges statewide when our humble roots began to take hold in just two court rooms.

But in 30 years, CASA of New Hampshire has reached numerous milestones, not the least of which is having provided dedicated advocacy on behalf of more than 10,000 children statewide.

Thanks to thousands of donors, volunteers, community partners and friends, we have served as the voice for children who have suffered physical and sexual abuse and neglect as a result of their parents' inability to provide proper care due to, most commonly, mental illness and substance misuse.

In fiscal year 2019, CASA served 1,533 children and trained 168 new volunteer advocates. Your donations have allowed us to strengthen our programs, to create additional positions to provide oversight to more advocates and in turn serve more children. We continue to strive to meet the increased demand for CASA's services that has grown with the state's ongoing drug crisis over the last four years.

We care deeply about improving our



communities and strengthening families so all children in New Hampshire have the ability to grow up in safe, permanent homes.

Each year, we work toward a singular goal to one day soon be able to fulfill a promise to the state to serve every child who needs an advocate.

With your support, we've made strides from 10 volunteers in two courtrooms, to being written into the state statute, to supporting more than 600 volunteer advocates last year who spoke for children in every courtroom in the state.

In this report, you'll find stories of children whose lives have been changed for the better thanks to their advocates. It's your generosity that helps CASA accomplish more for our children so they are supported and cared for during the most challenging time in their young lives.

Thank you!

Marcia Sink
Executive Director

Amy Coven
Chairman of the Board

Our Vision

A world where every abused or neglected child is given the opportunity to thrive in a safe, permanent and nurturing home.

Our Mission

CASA of New Hampshire provides a voice for abused and neglected children and youth by empowering a statewide network of trained volunteers to advocate on their behalf so they can thrive in safe, permanent homes.

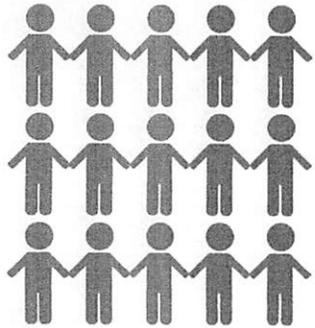
Our Values

In fulfilling its vision and mission the entire CASA organization; its Board of Directors, Staff and Volunteers is guided by the following values:

Compassion
Honesty
Passion
Courage

Integrity
Justice
Respect
Transparency

IN 2019 THIS IS WHAT YOU HELPED US ACHIEVE

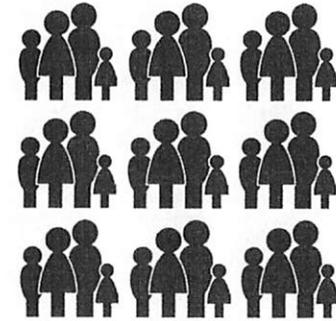


1,533

children had a volunteer advocate by their side

951

families benefited from advocacy provided by CASA



134 Adoptions

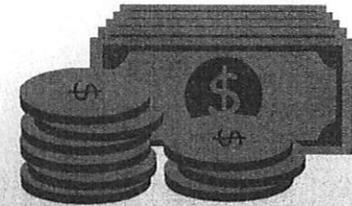
138 Reunifications

48 Placed with Family/Guardian

CASA provided

\$5m

in advocacy services to the state of NH



13

preservice training classes were held

&

168

new volunteer advocates graduated



Volunteers

618



Hours Given

82,047



Visits/Contacts

12,355



Miles Driven

627,926

CASA OF NH'S VOLUNTEER DEMOGRAPHICS IN FY19

Key:

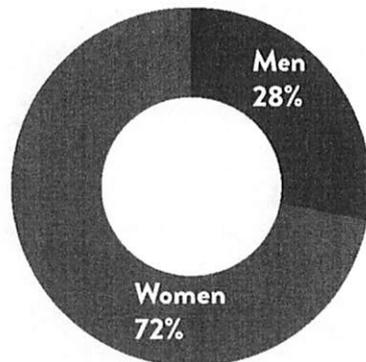
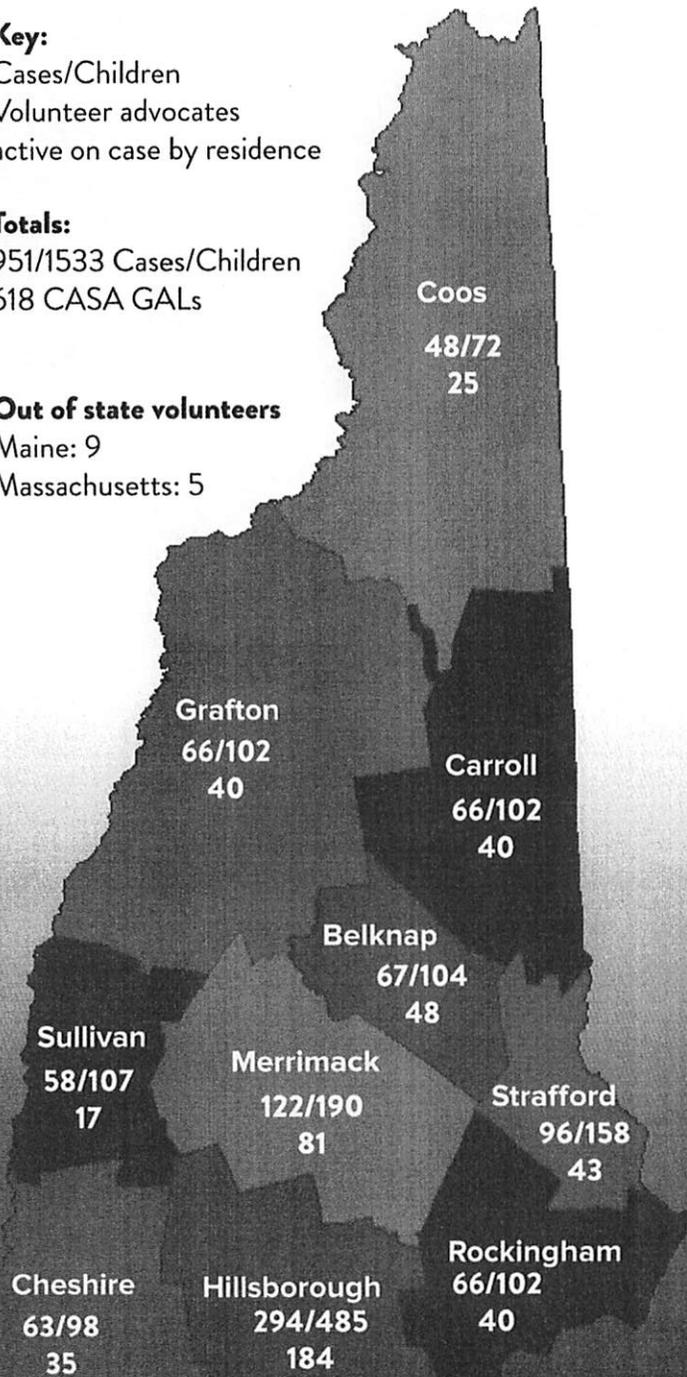
Cases/Children
Volunteer advocates
active on case by residence

Totals:

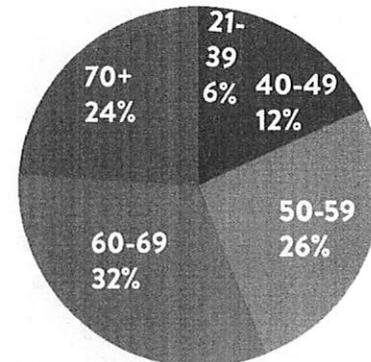
951/1533 Cases/Children
618 CASA GALs

Out of state volunteers

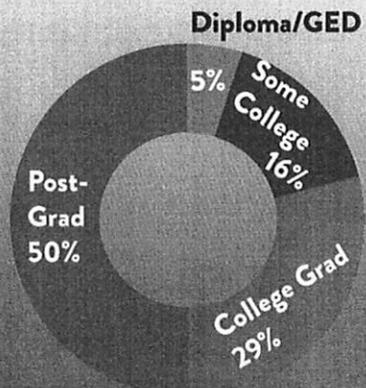
Maine: 9
Massachusetts: 5



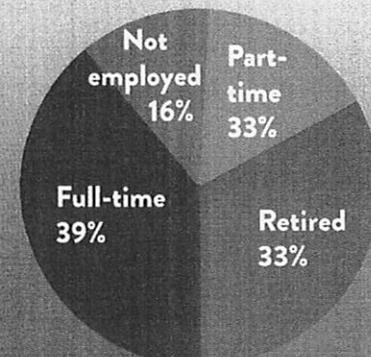
Gender



Age

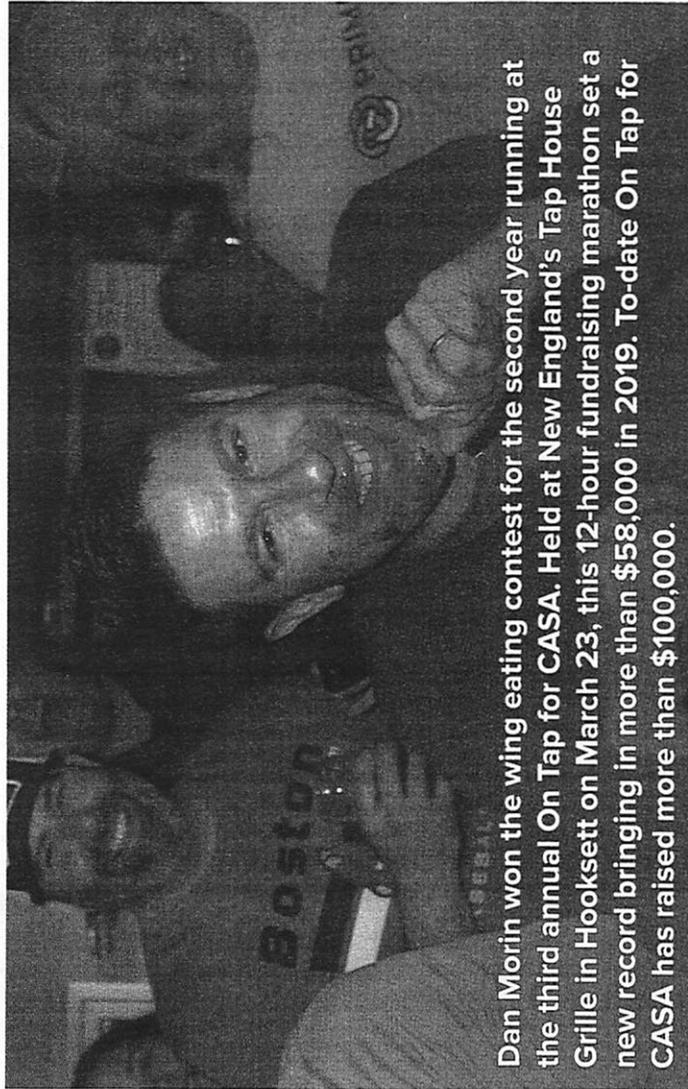


Highest Level of Education

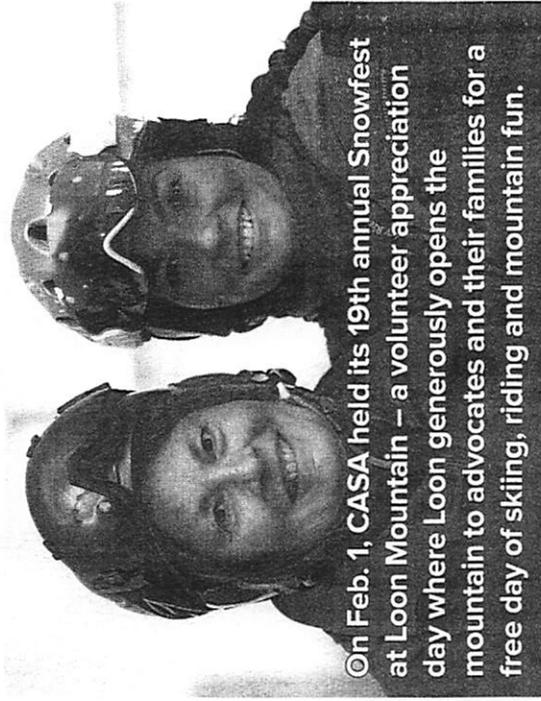


Employment Status

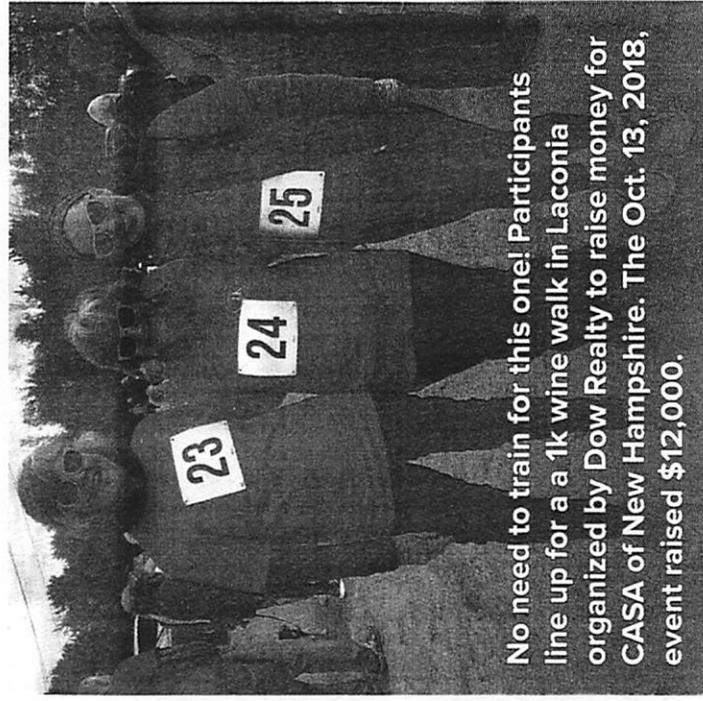
Thank you for joining us at



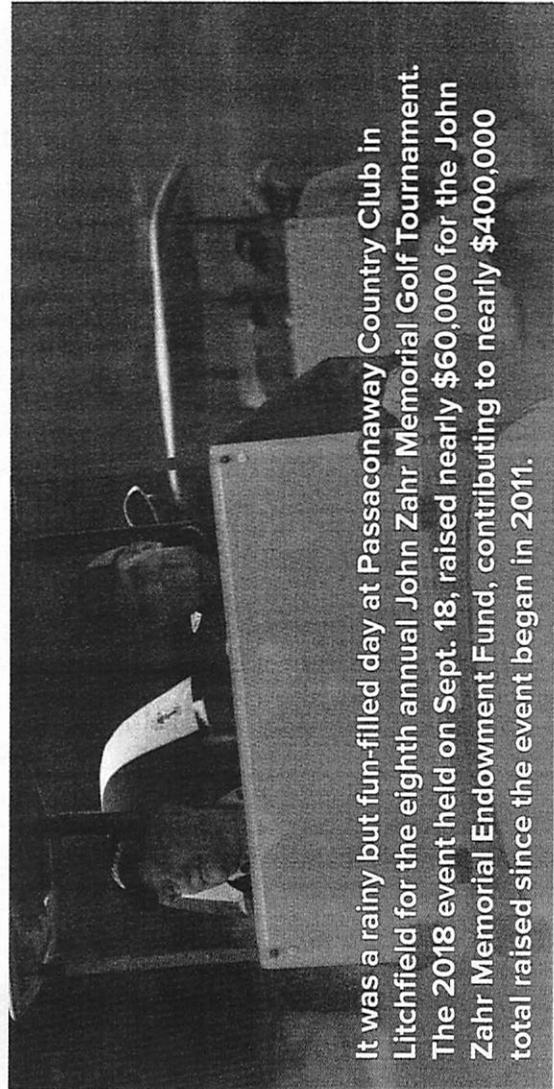
Dan Morin won the wing eating contest for the second year running at the third annual On Tap for CASA. Held at New England's Tap House Grille in Hooksett on March 23, this 12-hour fundraising marathon set a new record bringing in more than \$58,000 in 2019. To-date On Tap for CASA has raised more than \$100,000.



On Feb. 1, CASA held its 19th annual Snowfest at Loon Mountain – a volunteer appreciation day where Loon generously opens the mountain to advocates and their families for a free day of skiing, riding and mountain fun.

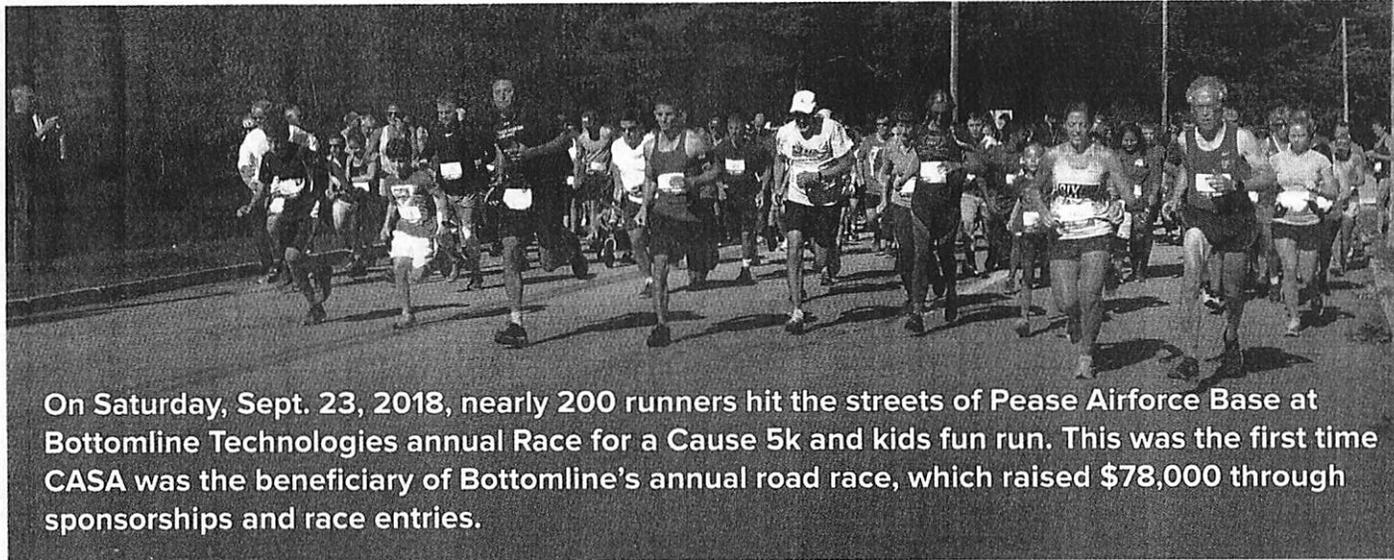


No need to train for this one! Participants line up for a 1k wine walk in Laconia organized by Dow Realty to raise money for CASA of New Hampshire. The Oct. 13, 2018, event raised \$12,000.



It was a rainy but fun-filled day at Passaconaway Country Club in Litchfield for the eighth annual John Zahr Memorial Golf Tournament. The 2018 event held on Sept. 18, raised nearly \$60,000 for the John Zahr Memorial Endowment Fund, contributing to nearly \$400,000 total raised since the event began in 2011.

these great events last year!



On Saturday, Sept. 23, 2018, nearly 200 runners hit the streets of Pease Airforce Base at Bottomline Technologies annual Race for a Cause 5k and kids fun run. This was the first time CASA was the beneficiary of Bottomline's annual road race, which raised \$78,000 through sponsorships and race entries.

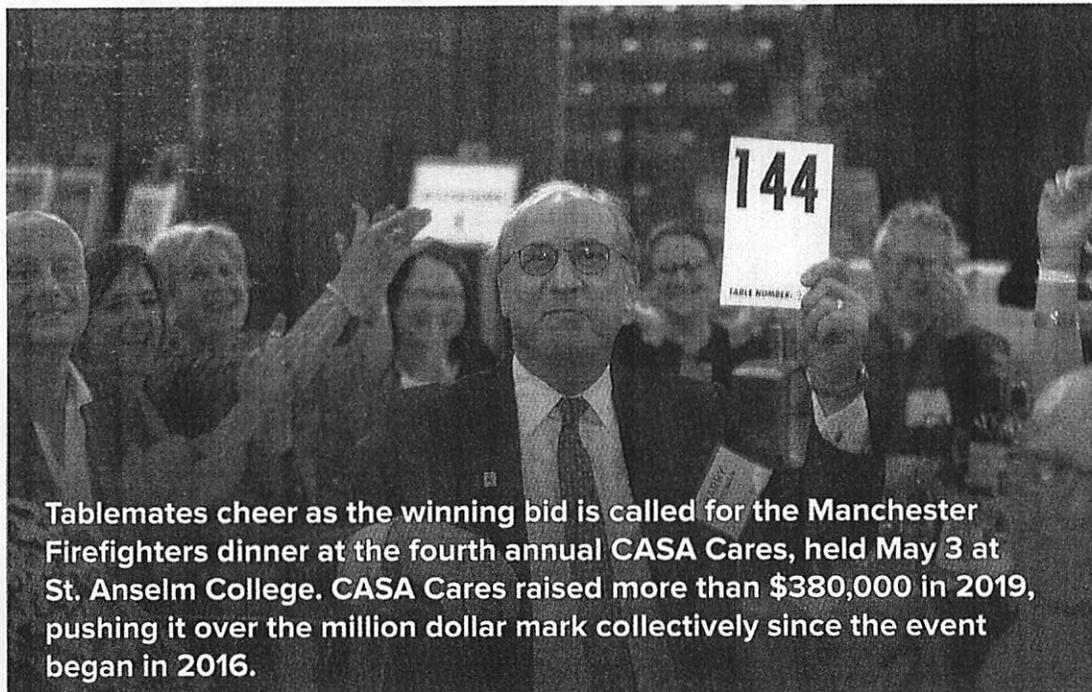
Upcoming Events:

Sept. 28, 2019
Bottomline Technologies'
Race for a Cause 5k

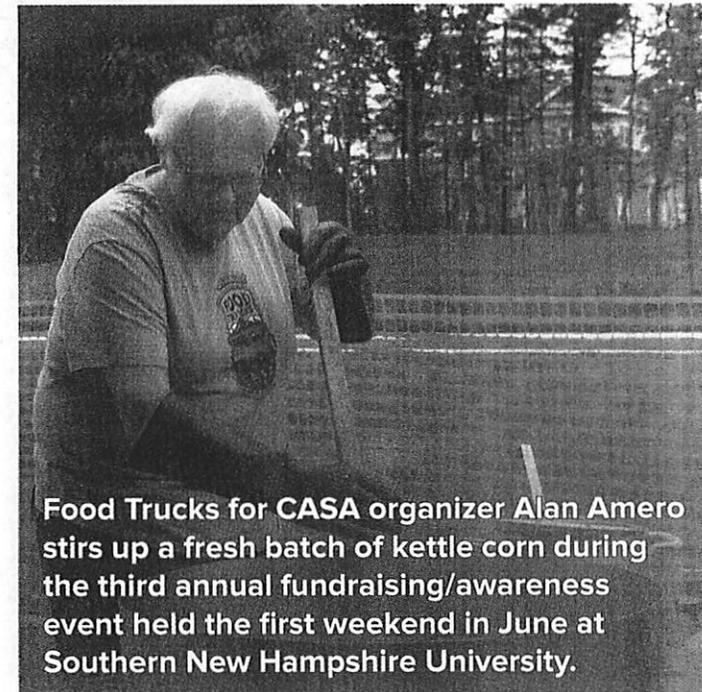
Oct. 4, 2019
CASA's 30th Annual
Celebration

Feb. 7, 2020
20th annual Snowfest
at Loon Mountain

March 21, 2020
Fourth annual On Tap
for CASA

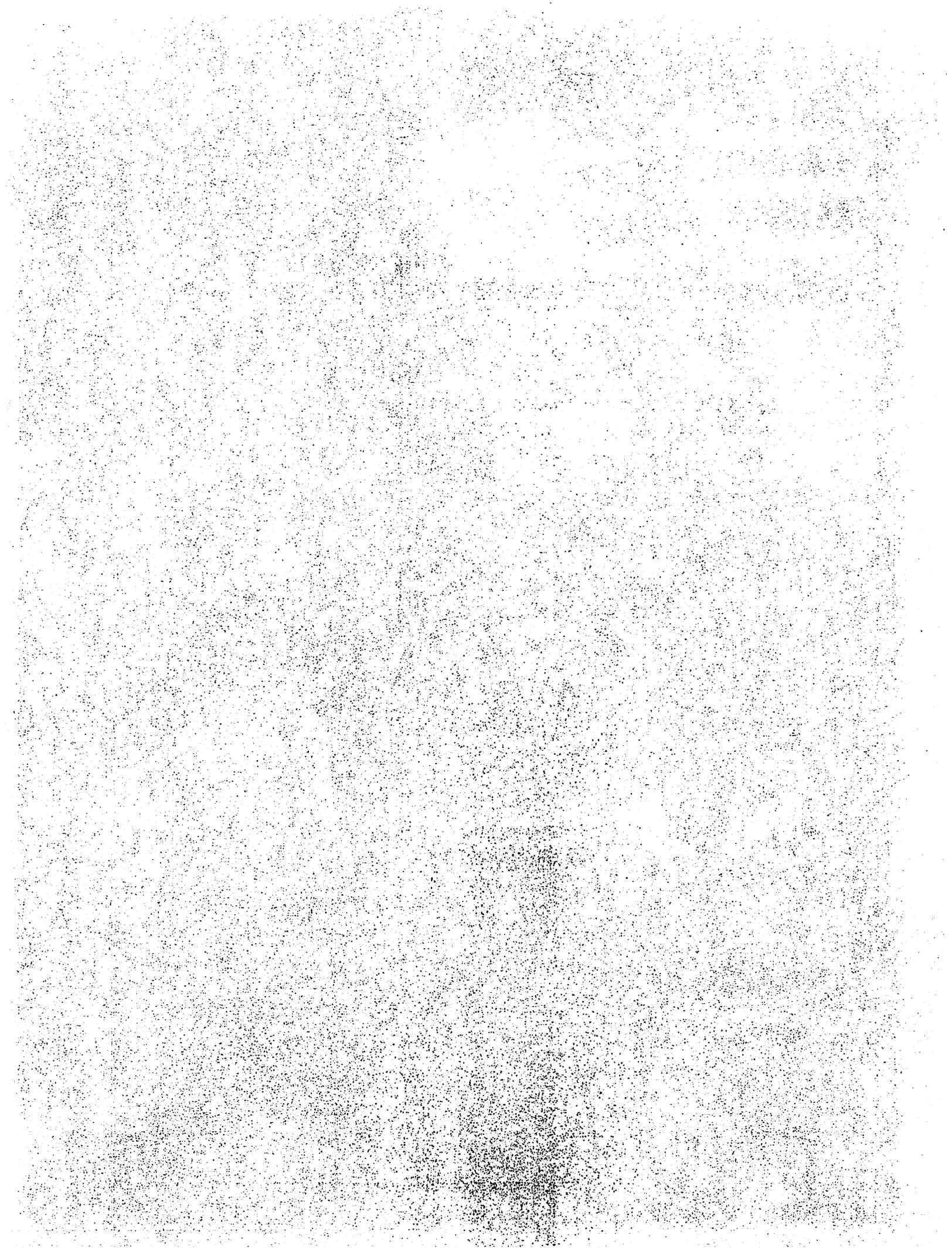


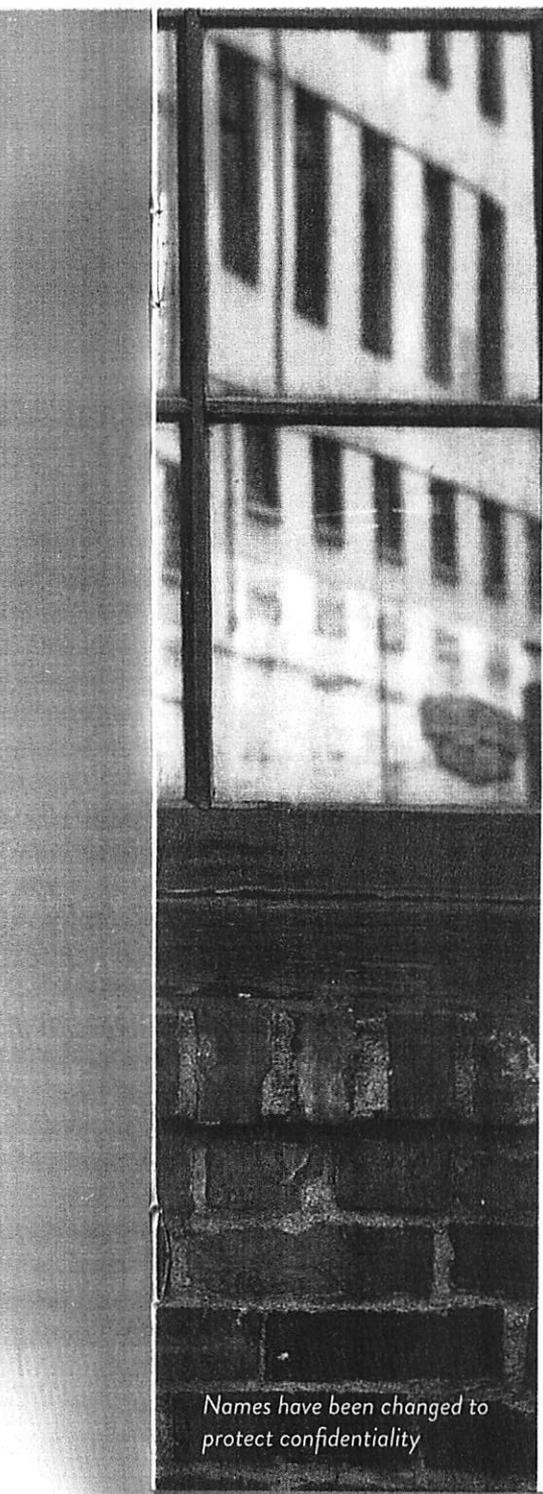
Tablemates cheer as the winning bid is called for the Manchester Firefighters dinner at the fourth annual CASA Cares, held May 3 at St. Anselm College. CASA Cares raised more than \$380,000 in 2019, pushing it over the million dollar mark collectively since the event began in 2016.



Food Trucks for CASA organizer Alan Amero stirs up a fresh batch of kettle corn during the third annual fundraising/awareness event held the first weekend in June at Southern New Hampshire University.







“I never thought you’d be the mom I needed, but now you are.”

Lucas, 17

A family reunited in spite of long odds

When 1-year-old Mattie came into the care of the state, he’d already visited the emergency room three times, suffering from extreme respiratory distress caused by poorly treated asthma.

His mother Tanya was struggling with substance misuse and though she’d been taught how to manage his asthma and to recognize early signs of distress, her addiction prevented her from getting timely care for him. Mattie was placed in foster care.

From the outset of the case, it was clear that Mattie would only be able to return home if Tanya could successfully complete treatment, find employment and provide a safe home.

At the urging of Mattie’s CASA Helen and his social worker, Tanya entered a recovery program trying to take back her life. But as is often the case, she found it to be a challenge. Tanya drifted in and out of recovery programs and struggled to maintain sobriety.

Meanwhile, her five older children were in the care of her sister, who had taken Tanya’s kids in over the years without state involvement. Her oldest son Lucas, then 15, was kicked out of his aunt’s home and taken into state custody.

Despite being unsure of how she might relate to a teenage boy, Helen took his case, too, and began helping him work on behavioral struggles that pushed boundaries to breaking points, tested relationships and compromised his placements in foster and group homes.

As time passed and Tanya continued to drift in and out of recovery, Helen was prepared to recommend Tanya’s parental rights be terminated. Despite the love she could see Tanya had

for her sons, her ability to stay sober and provide a safe home remained a concern for Helen.

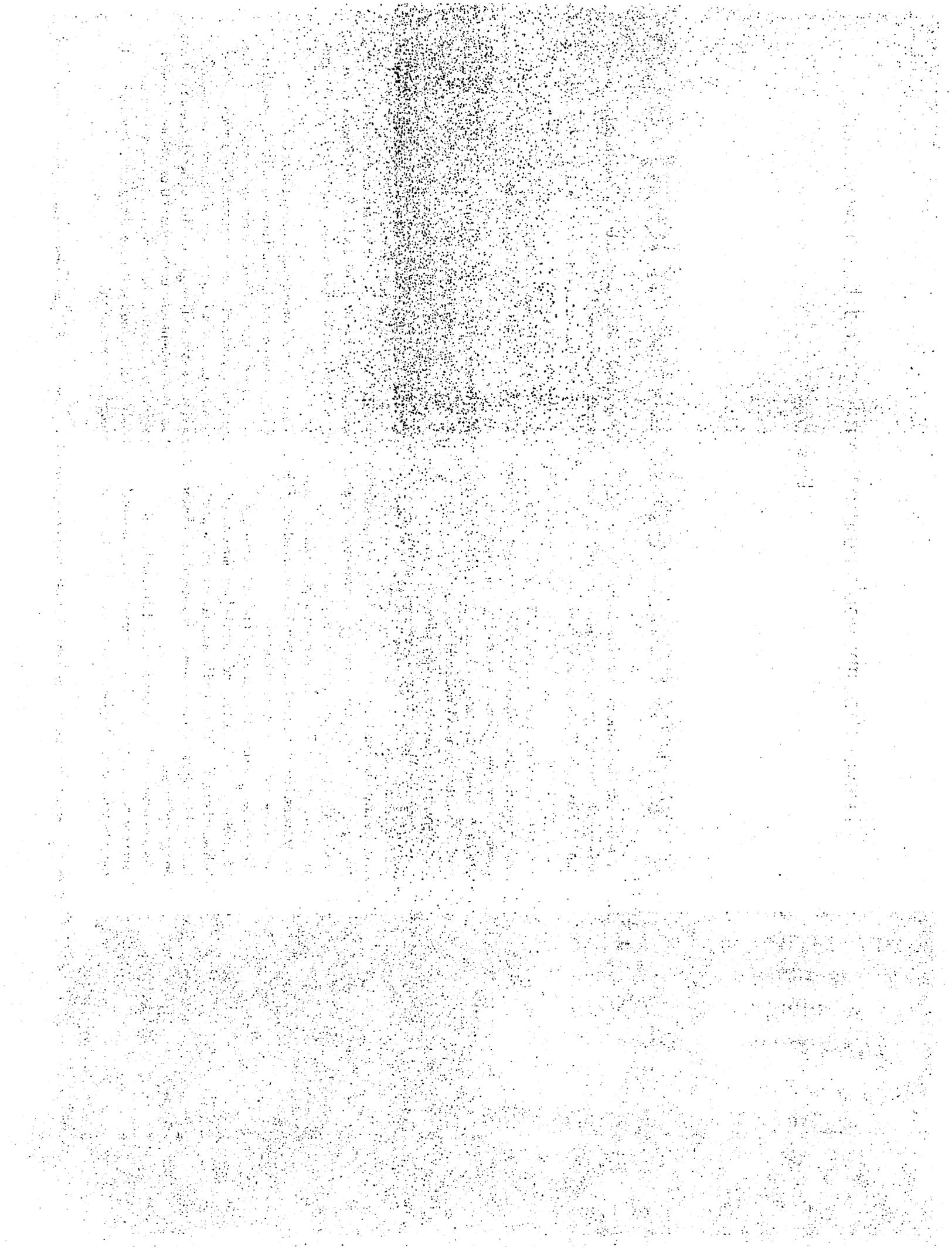
However, within a couple months, as Mattie’s Permanency Hearing approached, a turning point was made as Tanya found success in recovery. She became active in the recovery community, secured employment, and found support from her church.

Helen agreed with the kids’ social workers that Tanya was moving in the right direction and could be reunified with her children if she continued making progress. A few months later, after Tanya’s successful completion of a substance misuse program and maintained employment, Lucas was permitted to return to his mother’s care. Though his behavioral challenges continued, he joined his high school basketball team and drew the interest of a college where he might be able to continue his athletic and academic career.

Mattie returned home a couple months after Lucas.

While in court on the day that Lucas and Mattie’s cases closed, Tanya publicly thanked Mattie’s social worker and Helen for the extraordinary amount of encouragement they’d given her over the last couple years. It was because of them she was able to find success, she said, and bring home all six of her children. But it was Lucas who brought tears to the eyes of those gathered to send the family off. He stood before the court, prepared speech in hand and told his mother: “I never thought you’d be the mom I needed, but now you are.”

Names have been changed to protect confidentiality



“They are remarkable resilient, wonderful kids. They have worked so hard to get where they are.”

Jacqueline

CASA Volunteer Advocate

Success in literacy through advocacy

For two children, last summer became a pivotal time in their young lives thanks to the advocacy of their CASA, the kindness of three New Hampshire public school teachers and some help from a local church.

For Katia, 9, and Malik, 12, life in New Hampshire has not been the easiest of transitions. Neither child nor their parents spoke English when they arrived in the United States. Within months of their arrival, the children were removed from their home due to a pattern of ongoing abuse. Then ages 7 and 10, the pair was placed in foster care with an English-speaking family with whom they could barely communicate.

While their English improved in their first foster home, their CASA Jacqueline worried they would struggle to advance when they were sent to a second foster home in a smaller community with a less robust language program and no room in its summer program. It was a critical time in their development, she said.

“Recently acquired language disappears quite quickly if you don’t work on it,” Jacqueline said.

She addressed her concerns in court, but DCYF said there was no funding for tutoring for the children and they didn’t know how to provide the children critical ongoing instruction.

Without a judge’s order, there was little Jacqueline could do to find a solution. However, her passionate advocacy for Katia and Malik resulted in the judge ordering a solution be found. That allowed Jacqueline to take action. After some stops and starts, she spoke with the teachers at the school the children would

soon be leaving, seeking any recommendations they may have. What they said stunned her.

The teachers offered to take turns during their summer vacation driving nearly 200 miles round trip each week, to provide an hour each of volunteer tutoring to Katia and Malik.

For Jacqueline’s part, she promised to find somewhere to conduct the tutoring. She found a church near the children’s new home that agreed to lend space for the tutoring sessions.

Collectively, the three teachers drove more than 2,500 miles and spent dozens of hours over the summer to help Katia and Malik continue to develop their skills.

As the end of summer drew near, Jacqueline said she was stopped in her tracks as she was walking down the stairs into their makeshift classroom one afternoon, and heard Katia reading in English to her teacher.

“I was so pleased,” Jacqueline said. “I knew for both these kids if they could learn to read, it would be a turning point. They are super, very bright kids but not having any (English) literacy was very difficult.”

The case has been punctuated by unique challenges for a child protection system unaccustomed to serving new citizens with little access to critical services. Katia and Malik face additional challenges educationally and with their continued integration into the country, but Jacqueline has high hopes for them.

“They are remarkable, resilient, wonderful kids. They have worked so hard to get where they are,” Jacqueline said.



Names have been changed to protect confidentiality





Conovers: Being Generous is Good for Your Health

For nearly 10 years Bea and Woolsey Conover's kindness of spirit and friendship has been a true gift to CASA of New Hampshire. CASA's focus on helping transform the lives of New Hampshire's most vulnerable children, providing them with stability, love and hope for the future, reflects a strong commitment to those who are among the most in need.

The Conovers were introduced to CASA when Woolsey was asked to commission a painting in memory of John Zahr, a longtime friend and supporter of CASA. This gift, a painting titled "Red Sailboat," which hangs in CASA's library, was given to Marty Sink, with whom the Conovers formed an immediate friendship. They were impressed with what she had accomplished with CASA's formation and have remained strong supporters ever since.

Thanks to lessons instilled by their parents, Bea and Woolsey learned early in life about the importance of giving back. They note that, in years past, generosity and sharing were often taught as an important part of life's experience. Those early lessons have stuck with them and, as a couple whose lives have been blessed in so many ways, part of their mission has become focused on serving others.

"Both of us have real empathy for young people wherever and whoever they are," Bea said. "CASA is doing critically important work for children who, through

“Before I get involved, I need to know that there is a vision in the organization to meet a real need in society. Then I look at the leadership, and I ask myself, ‘are these people equal to the tasks at hand?’ Finally, I look at the organization’s track record. I ask the question: ‘Do these people get results?’ I only get involved if I can answer ‘yes’ to all three questions.”

Hubie Jones

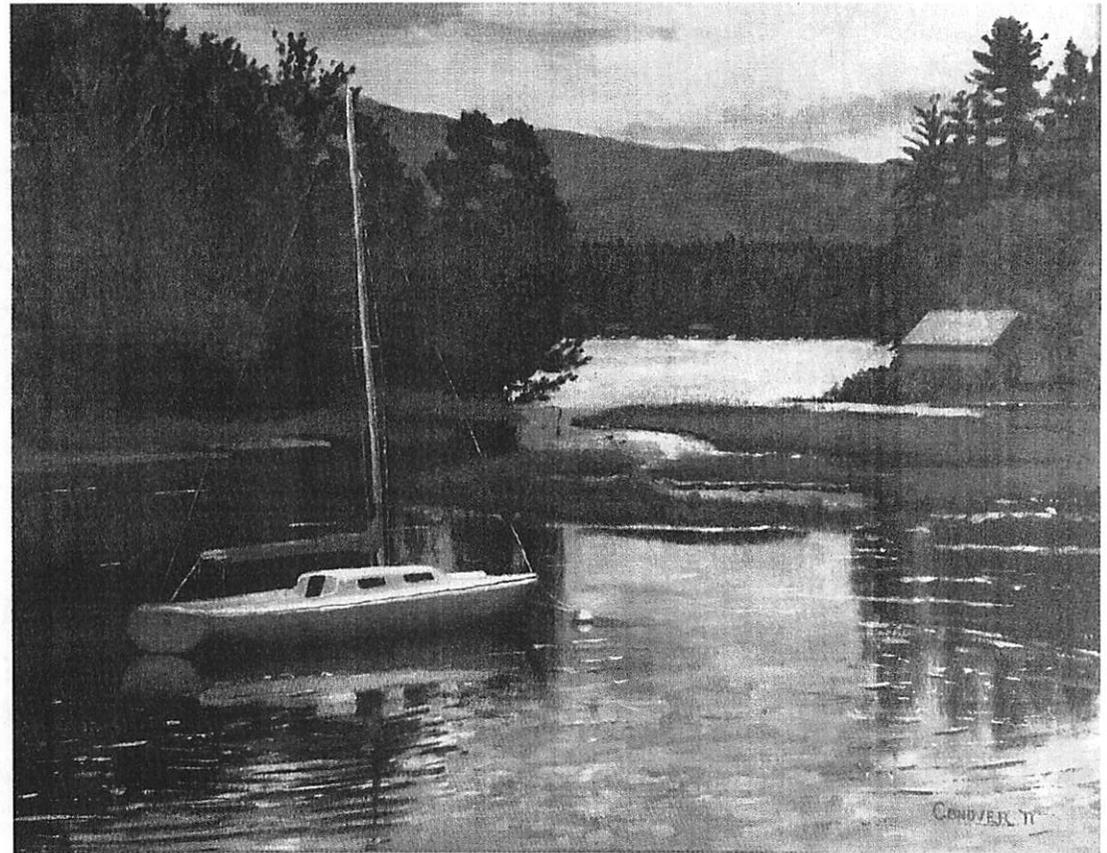
On getting involved with volunteer organizations

absolutely no fault of their own, find themselves in dire situations with virtually no hope and no opportunity for their futures. It is incumbent on us to support a mission that addresses these issues so thoughtfully and compassionately.”

Bea and Woolsey’s friendship with Marty and their respect for her leadership continues to inspire their long term support of CASA. But, they insist, the real heroes of this endeavor, in addition to Marty and her staff, are the hundreds of volunteer advocates who go through 40 hours of intensive training, volunteer enormous amounts of their time and share their love and emotional support to those for whom who it can be truly said, “there but for the grace of God go I.”

These volunteer advocates are instilled with the same degree of empathy, concern and care that the Conovers learned in their younger days. They also understand the belief that sharing and giving back is not only inescapable but also extraordinarily healthy for the spirit. Truly, then, they are the real champions of this effort to rescue children who could be destined for a fulfilling life if only given the chance.

CASA is lifted by the Conovers’ thoughtfulness and generosity. Their words of encouragement and other forms of support continue to be a transformative gift, providing hope for those among us who need it most.



Red Sailboat, painted by Woolsey Conover

Leadership Giving Circle

We are grateful for our generous donors who are committed to helping ensure New Hampshire's abused and neglected children are safe, have hope and may grow up in loving homes where they can thrive.

\$10,000 and above

John & Marion Alberico
 Pat Clancey & Richard Iannaccone
 Sandra Cleary
 Bea & Woolsey Conover
 The Dolloff Family Fund of the NH Charitable Foundation
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Harvest Capital Management
Harvey Construction Corp.
HBA Fund
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"As much as CASA's existence relies on great leadership, staff, and volunteer advocates, it is the broader community's generosity, participation, awareness and prioritization of CASA's unique mission that will help them continue to meet the need, especially with the current opioid crisis."

*Gloria Proulx, GYK Antler
Donor and CASA Cares committee member*

CONTINUED ON NEXT PAGE

A full donor list can be found at www.casanh.org/annualreport.

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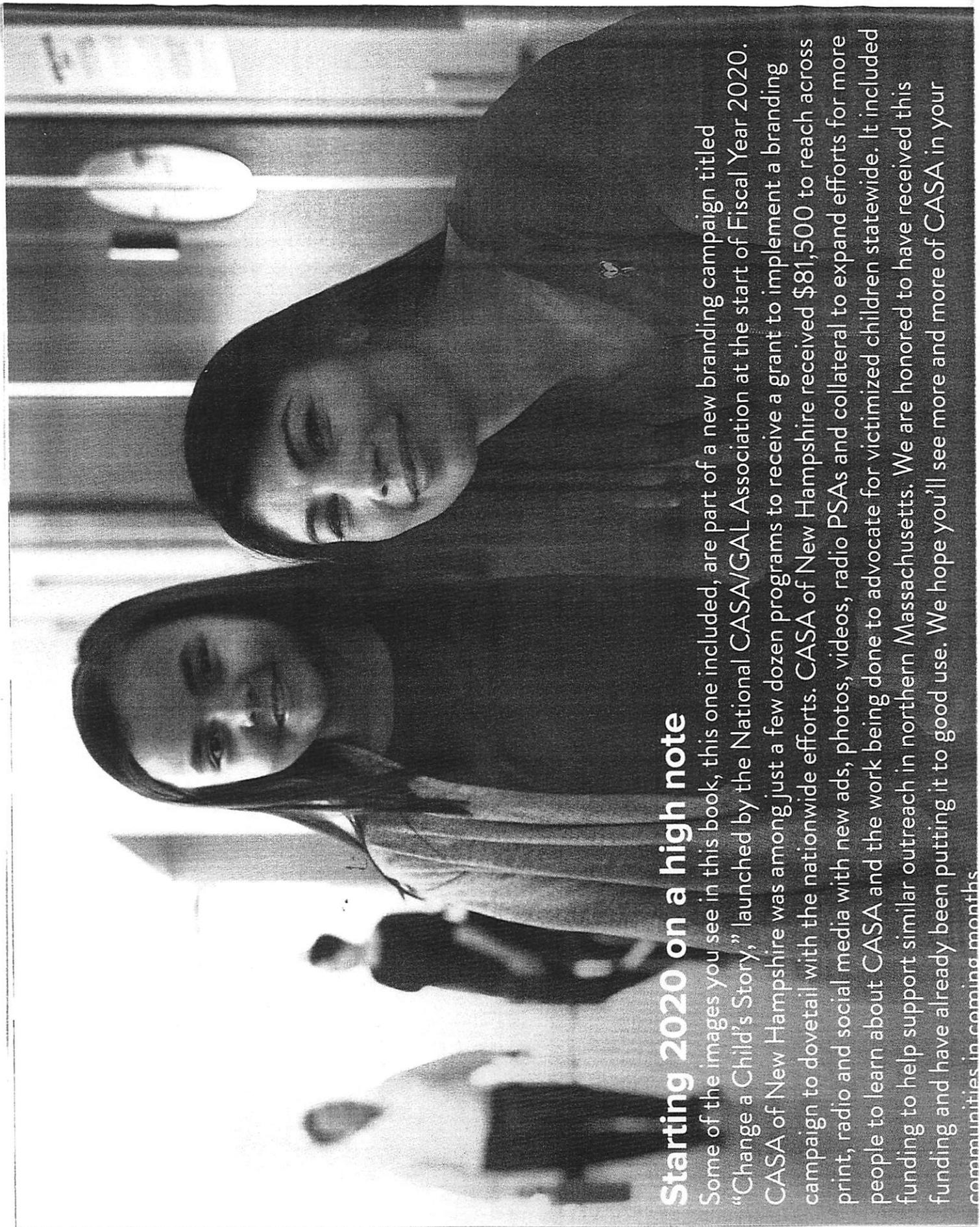
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**We apologize for any
inadvertant omissions from
these lists. Any omissions or
spelling corrections, please
contact Suzanne Lenz at
626-4600, ext. 2124.**



Starting 2020 on a high note

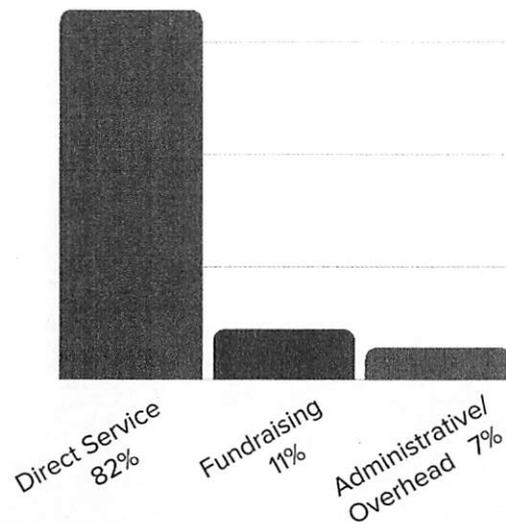
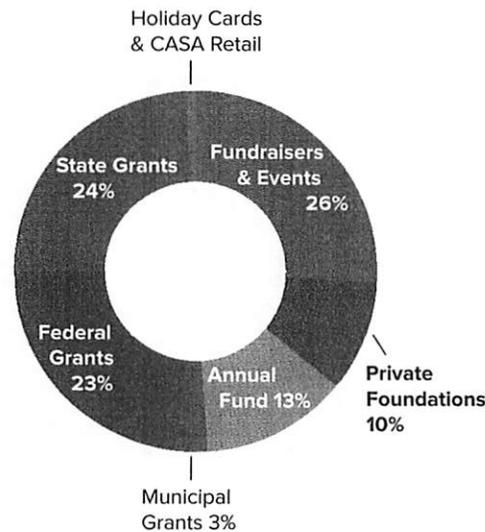
Some of the images you see in this book, this one included, are part of a new branding campaign titled "Change a Child's Story," launched by the National CASA/GAL Association at the start of Fiscal Year 2020. CASA of New Hampshire was among just a few dozen programs to receive a grant to implement a branding campaign to dovetail with the nationwide efforts. CASA of New Hampshire received \$81,500 to reach across print, radio and social media with new ads, photos, videos, radio PSAs and collateral to expand efforts for more people to learn about CASA and the work being done to advocate for victimized children statewide. It included funding to help support similar outreach in northern Massachusetts. We are honored to have received this funding and have already been putting it to good use. We hope you'll see more and more of CASA in your communities in coming months.

Fiscal Year 2019 Financial Overview

July 1, 2018-June 30, 2019

FUNDING SOURCES

CASA of NH strives to maintain frugal financial practices, a balanced budget, and funding diversity.



FUNDING USES

* All costs related to administering the program, including recruiting, training and supervising volunteer advocates.

Leaving a Legacy

Kathy and Scott Christensen have been longtime supporters and ambassadors of CASA's mission to advocate on behalf of abused and neglected children. Kathy first became engaged with CASA in 2010 while attending an event, which prompted her to become involved with CASA first



as a board member and then as a CASA volunteer advocate. Her husband Scott has been a generous sponsor of Snowfest through Northwestern Mutual. Together they have decided to include CASA in their estate plans, making a deeply impactful and lasting investment in New Hampshire's children. We are grateful to Kathy and Scott and all our legacy donors for helping to break the cycle of abuse and trauma by committing to provide future generations of children with the powerful voice of an advocate. You, too, can join them in providing safe, permanent and nurturing homes for victimized children throughout New Hampshire.

Give Children a Voice through Planned Giving

A planned gift to CASA of New Hampshire can provide a tremendous source of personal satisfaction, knowing you are protecting New Hampshire's children for years to come. Whether you decide to give the gift of appreciated stock, make a tax-free transfer from your IRA, establish a donor-advised fund or include CASA in your estate plan, you are giving children a chance to thrive in a loving home. Your legacy gift today will have an enormous impact on the lives of tomorrow's children.

For more information regarding CASA's Legacy Society or the John Zahr Memorial Endowment, please contact Suzanne Lenz at 603-626-4600 ext. 2125 or email slenz@casanh.org.

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Suite 412W
Claremont, NH 03743

COLEBROOK

104 Main St.
Colebrook, NH 03576

DOVER

30 St. Thomas St. Room
303
Dover, NH 03821

KEENE

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Room 303
Keene, NH 03431

LACONIA

The Busiel Mill
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Let your friends, family, colleagues and clients know about CASA of New Hampshire when you send out birthday cards, thank you notes, messages of sympathy or holiday greetings.

Our beautifully designed cards created with work donated by local artists are available year round and can be used for any season.

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