

Friends Program

FOUR PROGRAMS - ONE MISSION

Serving Our Community Since 1975

Town Manager's Office

JUL 29 2020

Received

July 24th, 2020

Town of Exeter
Town Manager
10 Front Street
Exeter, NH 03833-3792

Dear Mr. Dean,

Please accept the enclosed request for funding for FY 2021 from the Town of Exeter in support of the Friends Retired and Senior Volunteer (RSVP) Program and services provided by our organization in Exeter and Rockingham County. We are pleased to answer any questions the Human Services Committee may have regarding our application.

Our senior volunteers make our communities better and stronger. RSVP supports critical community needs with talented senior volunteers. At the same time, seniors benefit through physical activity, mental engagement, and high levels of satisfaction for making important contributions to the communities where they live.

Thank you for your kind attention to this request for continued support to make the service of our Friends RSVP volunteers possible. Together, we are meeting the needs of Exeter and Rockingham County.

Best regards,



Lily Wellington
Director of Senior Programs

Enc. Human Services Application Cover Sheet
Narrative
Operating Budget
Balance Sheet
Local Town grant funding
List of Board of Directors
Summary of Fund Utilization





TOWN OF EXETER, NEW HAMPSHIRE
HUMAN SERVICES
FY 2021

Organization's Name: The Friends Program Inc. Year Founded: 1975

Address: 202 North State Street Concord NH 03301

Executive Director/ Board Chair: Nancy Paul/Joanne Gagnon Tax ID Number: 02-0326855

Applicant Contact: Lily Wellington Email: lwellington@friendsprogram.org

Address: 202 North State Street Concord NH 03301 Phone: 603-228-7603

Organization's Mission Statement:

Our mission to "Strengthen communities by building relationships that empower people, encourage community service, and restore faith in the human spirit," is met through Youth Mentoring; Emergency Housing; RSVP- Retired and Senior Volunteer Program; and the Foster Grandparent Program.

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

This grant will be used for our RSVP program. We recruit, screen, train, and place senior volunteers with local nonprofits and agencies to meet critical needs within the community. Senior volunteers gain health and cognitive benefits from volunteering, improving their health outcomes, and local organizations increase their capacity to deliver services.

% of overall services that goes to Exeter residents: 4%

of Exeter residents served: 1,040

List all geographic area(s) served by organization:

Rockingham Co

Merrimack Co Belknap Co (partial) Strafford Co (partial)

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

Funding from the Town of Exeter will support our senior volunteers in meeting the needs of Exeter residents. RSVP volunteers prepare food for the elderly and those with disabilities; lead twice-weekly free senior osteoporosis-prevention exercise classes that also improve balance and strength; build capacity at local nonprofits such as Exeter Health Resources; visit persons in nursing homes like the Rockingham County Nursing Home; serve at sites like American Red Cross; NH Veterans Home; Main Street School; and Adult Learner Services, among others.

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

2018 – \$2,000

2019 – \$2,000

2020 - \$2,000

Total Municipal Contributions in 2020: \$20,524

List each town that contributes and the amount received:

Friends RSVP City and Town Support FY 2020

Name of Town or City	FY2020 Amount
Atkinson	125
Brentwood	0
Candia	225
Chester	100
Danville	125
Exeter	2000
Fremont	100
Greenland	0
Hampstead	700
Hampton	1800
Hampton Falls	100
Kingston	225
Londonderry	800
New Castle	750
Newington	70
Newmarket	600
No Hampton	100
Northwood	100
Nottingham	100
Plaistow	700
Portsmouth	4000
Raymond	600
Rye	1500
Salem	4000
Sandown	114
Seabrook	1040
So Hampton	50
Stratham	500
Windham	0
Total	20,524

Organization's total projected budget for FY 2021: \$276,558

Amount Requested: \$ 2,000

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

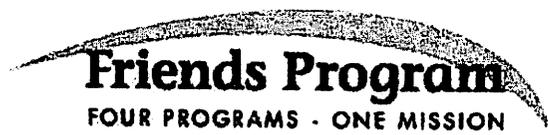
I certify to the best of my knowledge that the information in this proposal reflects accurate data concerning need and estimates of planned/delivered services. The proposal was considered and approved for submission by the agency Board of Directors on 7/8/20 (date).

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: Nancy M Paul Date: 7/22/20

Submit no later than July 31, 2020:

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



FRIENDS RSVP Narrative

The Friends Program is a non-profit human services agency operating since 1975 with four programs: a youth mentoring program, emergency housing for families, Foster Grandparent Program and RSVP - Retired and Senior Volunteer Program. Our mission is to "strengthen communities by building relationships that empower people, encourage community service and restore faith in the human spirit."

New Hampshire is the second fastest aging state in the United States. It is vital that we put the skills and talents of older adults to work solving local problems. Area agencies need help connecting with that talent to fill their needs. Seniors who volunteer have decreased mortality and better health and cognitive outcomes than their non-volunteering peers. Our Friends RSVP volunteers improve their own health and well-being by volunteering in our program, reducing the support services that they require. Healthier, happier seniors and improved local services benefit New Hampshire.

Friends RSVP meets a myriad of community needs in NH, particularly for many of our most vulnerable people, resulting in better outcomes in health and independent living for seniors, the disabled, veterans and families; increased support of local nonprofits and public agencies so they can serve more people cost effectively; increased food security; and educational achievements for children, adults and refugees.

Over 500 RSVP volunteers serve each year. Of this number, more than 350 RSVP volunteers are placed in high impact assignments. Some of their activities include Transportation, Bone Builders, Food Distribution, Companionship, Health Training, Community Gardens and Youth Mentoring. Volunteer sites include adult daycares and nursing care facilities such as Rockingham County Nursing Home, schools, senior nutrition sites, healthcare facilities, human service and municipal agencies, cultural and historical venues, homeless shelters, food pantries, and more.

When Covid-19 impacted agencies statewide, RSVP volunteers answered the call to safe service and continued to find ways to assist the community. Hundreds of masks have been sewn and distributed to local hospitals, nursing homes and VNA's. RSVP volunteers served in single shift operations at food pantries and soup kitchens while maintaining as safe an environment as possible for volunteers. Covid-19 created the need for heightened community response to meet the needs of the most vulnerable citizens and RSVP was proud to support these efforts.

We work with over 100 community partners to increase social support for caregivers of homebound or older adults and individuals with disabilities; increase food security for individuals and households; and increase the number of seniors who experience increased strength, better balance, more energy, and enhanced feelings of wellbeing through Friends RSVP Bone Builders program.

Friends RSVP works in the Exeter area to recruit and place volunteers over the age of 55 in support of local nonprofits and public agencies. We also recognize and support these volunteers in their roles. **Seniors have a lifetime of experience and expertise to offer that can help achieve important goals for our communities. Our goal is to connect capable, talented seniors with agencies in need of help to meet critical needs.** Friends RSVP supports local agencies by finding, screening, and training volunteers as well as providing excess liability and auto insurance coverage for the term of volunteer service.

Friends RSVP coordinators travel throughout Rockingham County and within Exeter performing outreach and recruitment activities for volunteers. Funding from the Town of Exeter provides materials, screening, training and support of volunteers at sites serving Exeter residents. We value the organizations we support and always ensure that our volunteers are properly screened and trained before placing them. This increases the success of our volunteers on behalf of the agencies they support.

Friends RSVP Caregiver volunteers help older adults live more independently by providing companionship and transportation to medical appointments and the grocery store. We are unique in providing **door-through-door transportation**, meaning the volunteer does not just pick up and drop off the client, rather stays with them at the appointment and while shopping. They prepare meals for congregate meal sites and Meals on Wheels locations, assist with public safety and disaster preparedness and help at blood drives across the county. We have transitioned these roles to be as safe as possible by providing safe service kits that contain masks, gloves, hand sanitizer, and disinfecting wipes along with CDC guidelines for safe social distancing.

Friends RSVP Bone Builders is our signature senior strength training and exercise classes, which improve bone and muscle strength, balance, circulation and general health. Classes are provided twice weekly, year-round, at local senior centers, churches and senior housing buildings. With Covid-19 requiring site closures we have taken our classes online and are now recording and offering a series of classes to all participants in collaboration with local cable access channels. RSVP Bone Builders leaders stepped in when classes were suspended to ensure that all participants remained socially connected and supported with their at home fitness regimens. Prior to Covid-19 over 2,000 classes were held in 31 locations and taught to seniors throughout the area during the last twelve months. Our classes continue to grow and many still have waiting lists.

Friends RSVP recruits, trains, and supports volunteers to help your town and surrounding communities that in turn can do more to help local citizens. Through this type of coordination, Friends RSVP is proud to partner with the Town of Exeter and continue to provide so much support to those that are in need. **Return on investment for senior volunteer programs has been estimated at 8-1.** Ongoing financial support of Exeter and other towns in Rockingham County is necessary to continue this vital volunteer service program.

Support from the Town of Exeter is greatly appreciated.

**The Friends Program
RSVP
FY2021 Budget Pending Board Approval**

Revenue		<u>Retired and Senior Volunteer Program</u>
Grant Revenue		
Foundation		
4500-10-10	Oth Rev/Benjamin Couch Trust/ Program Operations	\$0.00
4501-10-10	Oth Rev//Gertrude Couch Trust-Program Operations	\$0.00
4504-10-10	Oth Rev/Frank M. Barnard Found-Program Operations	\$1,000.00
4520-10-10	Oth Rev/A Eastman Found RSVP-Program Operations	\$7,000.00
4552-10-10	Oth Rev/Junior Service League of Concord-Program Operations	\$0.00
4612-10-10	Oth Rev/Rolfe and Rumford Donor Fund-Program Operations	\$0.00
4614-10-**	Oth Rev/Emp. of Assoc. Grocers Foun-Program Operations	\$0.00
4635-10-**	Oth Rev/Lincoln Financial -Program Operations	\$5,000.00
4636-10-**	Oth Rev/New and One-Time Grants-Program Operations	\$5,000.00
		<u>\$18,000.00</u>
Government		
4515-10-**	Oth Rev/Town Of Salem RSVP-Program Operations	\$4,000.00
4525-10-10	Oth Rev/State-Grant-in-Aid (SGIA)-Program Operations	\$0.00
4540-10-**	Oth Rev/Town Of Portsmouth RSVP-Program Operations	\$5,000.00
4543-10-10	Oth Rev/Mer Cty RSVP-Program Operations	\$24,000.00
4565-10-**	Oth Rev/Town Of Exeter RSVP-Program Operations	\$2,000.00
4570-10-**	Oth Rev/Corp For Natl Serv-Program Operations	\$149,811.00
4590-10-**	Oth Rev/City Of Concord Grant-Program Operations	\$0.00
4610-10-**	Oth Rev/Towns RSVP-Program Operations	\$11,000.00
4625-10-**	Oth Rev/Rockingham County-Program Operations	\$7,000.00
4650-10-10	Oth Rev/Mer Cty YM-Program Operations	\$0.00
		<u>\$202,811.00</u>
United Way		
4605-10-**	Oth Rev/Granite UW Merrimack Co Region-Program Operations	\$0.00
4606-10-**	Oth Rev/Granite UW Designations-Program Operations	\$0.00
4607-10-**	Oth Rev/Granite UW State Campaign-Program Operations	\$0.00
		<u>\$0.00</u>
		<u>\$220,811.00</u>

Other Revenue

Other Revenue

4503-10-**	Oth Rev/TFR From Brd Desg. Fund-Program Operations	\$0.00
4530-10-**	Oth Rev/Other Income-Program Operations	\$0.00
		<u>\$0.00</u>

Contributions

4700-10-**	Beq/Contr/Fundraising-Program Operations	\$1,500.00
4702-10-**	Beq/Contr/Corporate Sponsorships-Program Operations	\$1,000.00
4703-10-**	Beq/Contr/Chasers-Program Operations	\$10,000.00
4705-10-**	Designated Program Contributions-Program Operations	\$600.00
4706-10-10	Bone Builders Class Donations-Program Operations	\$5,000.00
4710-10-**	Beq/Contr/Annual Drive-Program Operations	\$200.00
4750-10-60	Beq/Contr/General-Admin	\$0.00
		<u>\$18,300.00</u>

Inkind Revenue

4720-10-**	Beq/Contr/Inkind Meals-Program Operations	\$0.00
4730-10-**	Beq/Contr/Inkind Travel-Program Operations	\$0.00
4740-10-**	Beq/Contr/Inkind Other-Program Operations	\$0.00
4745-10-**	Beq/Contr/Inkind Physicals-Program Operations	\$0.00
		<u>\$0.00</u>

Allocations

4990-10-**	Revenue Allocations-Program Operations	\$11,511.00
		<u>\$11,511.00</u>
		<u>\$0.00</u>
		<u>\$29,811.00</u>
	Total Revenue	<u>\$250,622.00</u>

Expenses

Personnel

Wages

5100-10-**	Sals Clerical-Program Operations	\$8,400.00
5105-10-**	Sals Care Partner-Program Operations	\$0.00
5110-10-**	Sals Coordinator-Program Operations	\$124,091.00
5115-10-**	Sals Supervisory-Program Operations	\$33,975.00
		<u>\$166,466.00</u>

Payroll Taxes

5250-10-**	Payroll Taxes/FICA-Program Operations	\$12,734.65
		<u>\$12,734.65</u>

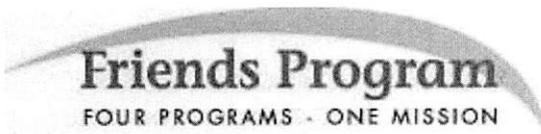
Employee Benefits		
5200-10-**	Employee Benefits/Disability Insurance-Program Operations	\$455.00
5205-10-**	Employee Benefits/Dental-Program Operations	\$902.07
5210-10-**	Employee Benefits/Crim/DMV Checks-Program Operations	\$50.00
5215-10-60	Employee Benefits/EAP Program-Admin	\$0.00
5220-10-**	Employee Benefits/Health Insurance-Program Operations	\$11,620.00
5225-10-**	Employee Benefits/Life Insurance-Program Operations	\$225.00
5255-10-**	Employee Benefits/Unemployment Exp-Program Operations	\$600.00
5260-10-**	Employee Benefits/Workers Comp Insurance-Program Operations	\$3,195.00
		<u>\$17,047.07</u>
		<u>\$196,247.72</u>
Operating Expenses		
Professional Fees		
6400-10-**	Other Outside Services - ADP -Program Operations	\$4,375.00
6410-10-**	Temporary Help-Program Operations	\$0.00
6415-10-60	Legal Services-Admin	\$0.00
6425-10-**	Auditing Services-Program Operations	\$2,150.00
6430-10-**	Public Relations/Marketing-Program Operations	\$500.00
		<u>\$7,025.00</u>
Occupancy		
6020-10-**	Electricity-Program Operations	\$1,076.00
6045-10-**	Office Rental-Program Operations	\$7,500.00
6047-10-10	Transitional Housing Rent-Program Operations	\$0.00
6065-10-**	Water/Sewer-Program Operations	\$0.00
6070-10-**	Heating-Program Operations	\$645.00
6450-10-**	Building Maintenance Expense-Program Operations	\$1,400.00
		<u>\$10,621.00</u>
Repairs & Maintenance		
6405-10-**	Maintenance Agreements-Program Operations	\$4,310.00
		<u>\$4,310.00</u>
Communications		
6075-10-**	Telcom Expenses-Program Operations	\$1,714.00
		<u>\$1,714.00</u>
Local Transportation		
6030-10-**	Staff Travel-Program Operations	\$4,000.00
		<u>\$4,000.00</u>

Postage & Printing		
6025-10-**	Postage-Program Operations	\$1,150.00
6550-10-**	Printed Supplies-Program Operations	\$350.00
		<u>\$1,500.00</u>
Volunteer Expenses		
6035-10-**	Vol Travel-Program Operations	\$0.00
6036-10-10	Vol Meals-Program Operations	\$0.00
6055-10-10	Vol Insurance/Other-Program Operations	\$3,150.00
6560-10-**	Volunteers CRIM/DMV Checks	\$600.00
6565-10-10	Volunteer Physical Exams-Program Operations	\$0.00
		<u>\$3,300.00</u>
Insurance		
6050-10-**	Insurance/General Liability-Program Operations	\$3,390.00
		<u>\$3,390.00</u>
Staff Development		
6080-10-**	Staff Development-Program Operations	\$600.00
		<u>\$600.00</u>
Dues & Subscriptions		
6010-10-**	Books/Subscriptions-Program Operations	\$0.00
6040-10-**	Dues/Memberships-Program Operations	\$100.00
		<u>\$100.00</u>
Conferences		
6015-10-**	Conference/Meetings-Program Operations	\$400.00
		<u>\$400.00</u>
Advertising		
6085-10-**	Advertising	\$50.00
		<u>\$50.00</u>
Supplies		
6105-10-**	Computer Supplies-Program Operations	\$2,400.00
6505-10-**	Program Activities/General-Program Operations	\$2,000.00
6570-10-**	Office Supplies-Program Operations	\$500.00
6580-10-**	Leased/Rental Equipment-Program Operations	\$1,800.00
		<u>\$6,700.00</u>
Fundraising		
6090-10-**	Fundraising Expense-Program Operations	\$3,000.00
6091-10-**	Credit Card Fees-Program Operations	\$0.00
		<u>\$3,000.00</u>
Recognition Expenses		
6545-10-**	Recognition Expense-Program Operations	\$6,000.00
		<u>\$6,000.00</u>

Inkind Expenses		
6255-10-11	Inkind Physicals	\$0.00
6500-10-11	Inkind Meals-Program Operations	\$0.00
6520-10-11	Inkind Other-Program Operations	\$0.00
6525-10-11	Inkind Travel-Program Operations	\$0.00
		<u>\$0.00</u>
Depreciation		
6700-10-11	Depreciation Expense/Building-Program Operations	\$0.00
6710-10-11	Depreciation Exp Furn & Fix-Program Operations	\$0.00
6720-10-11	Depreciation Exp/LHI-Program Operations	\$0.00
		<u>\$0.00</u>
Allocations		
6990-10-11	Expense Allocations-Program Operations	\$27,600.00
		<u>\$27,600.00</u>
Stipends		
6350-10-11	Vol Stipends-Program Operations	\$0.00
		<u>\$0.00</u>
		<u>\$80,310.00</u>
	Total Expenses	<u>\$276,557.72</u>
	Net	<u><u>(\$25,935.72)</u></u>

The Friends Program
Balance Sheet
Jun 2020

	Actual 6/30/2020
ASSETS	
Current Assets	
Cash and Cash Equivalents	203,227.27
Grants Receivable	553,925.71
Prepaid Assets	10,049.55
Current Assets	767,202.53
Board Designated - Investments	300,270.79
Restricted Funds	
Restricted Funds	196,648.26
Total	196,648.26
Perm. Restricted Funds	196,648.26
Other Assets	
Fixed Assets - Net	
Fixed Assets - at cost	850,372.94
Accumulated Depreciation	(698,654.49)
Fixed Assets	151,718.45
Other Assets	151,718.45
Other Non- Current Asset	40,822.67
TOTAL ASSETS	1,456,662.70
 LIABILITIES AND NET ASSETS	
Liabilities	
Current Liabilities	
Accounts Payable	29,483.66
Deferred Revenue	604,690.10
Payroll and Related Liabilities	13,587.93
Other Current Liabilities	0.00
Current Liabilities	647,761.69
Long Term Debt	136,175.00
Total Liabilities	783,936.69
Net Assets	
Net Assets	342,831.65
Board Designated Net Assets	329,894.36
Net Assets	672,726.01
LIABILITIES AND NET ASSETS	1,456,662.70
 BEGINNING BALANCE WITH CURRENT YEAR ADJUSTMENTS	742,455.94
 NET SURPLUS/(DEFICIT)	(69,729.93)
 ENDING NET ASSETS	672,726.01



Friends RSVP City and Town Support FY 2020

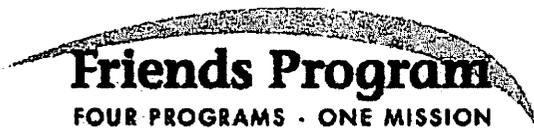
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Chester	100
Danville	125
Exeter	2000
Fremont	100
Greenland	0
Hampstead	700
Hampton	1800
Hampton Falls	100
Kingston	225
Londonderry	800
New Castle	750
Newington	70
Newmarket	600
No Hampton	100
Northwood	100
Nottingham	100
Plaistow	700
Portsmouth	4000
Raymond	600
Rye	1500
Salem	4000
Sandown	114
Seabrook	1040
So Hampton	50
Stratham	500
Windham	0
Total	20,524

The Friends Program
FY2020 Board of Trustees (Updated 05/01/2020)

Residence/Preferred E-Mail	Professional Affiliation	Committee(s)	Term Ends
Kathleen Ames 39 Woodhill Road Bow, NH 03304 Tel. 603-848-2902 blames320@comcast.net Since: 1/13/2016	Community Supporter	<i>Vice President</i> Finance Personnel Foster Grandparent Advisory Chair	2021
Celia Chase 6 Fisk Road Concord, NH 03301 Tel.: 603-491-4920 celiachase@gmail.com Since: 10/11/2017	VP of Marketing Global Rescue 85 Mechanic Street Lebanon, NH 03766 Tel.: 603-443-5400	Development	2020
Allen Desbiens 9 Cricket Lane Concord, NH 03301 Tel. 603-533-6008 allen.desbiens@eversource.com Since: 9/10/2014	Senior Corporate Analyst Eversource Energy 780 N. Commercial Street Manchester, NH 03101 Tel. 603-634-2524	<i>Treasurer</i> Finance Chair Executive EH Task Force	2021
Catherine Devaney 19 Buckingham Drive Bow, NH 03304 Tel. 603-774-0018 catherine.devaney@encompasshealth.com Since: 9/12/2012	Regional Director of Case Management Encompass Health 19 Buckingham Drive Bow, NH 03304 Tel. 603-275-7444	Personnel Chair Executive	2021
Joanne Gagnon 168 Russell Road Weare, NH 03281 Cell 603-661-3026 gagnon@banknh.com Since: 9/14/2011	VP – Commercial Banker Bank of New Hampshire 167 North Main Street Concord, NH 03301 Tel. 603-230-4228	<i>President</i> Executive	2019
Susan Geiger 7370 Oak Hill Road Loudon, NH 03307 Cell: 603-724-8331 Since: 9/12/2018	Attorney Orr & Reno, P.A. 45 South Street Concord, NH 03302 Tel. 603-223-9154 sgeiger@orr-reno.com	Development	2021

Residence/Preferred E-Mail	Professional Affiliation	Committee(s)	Term Ends
Lindsay Gonzalez 10 Old Coach Road Bow, NH 03304 Tel. 603-568-0271 lindsay.gonzalez@genesishcc.com Since: 11/9/2016	Director of Community Relations Granite Ledges of Concord 151 Langley Parkway Concord, NH 03301 Tel: 603-224-0777	Program	2019
Robyn Guarino 37 Hoit Road Concord, NH 03301 Tel. 603-491-5175 Since: 9/12/2018	Attorney The Stein Law Firm, PLLC One Barberry Lane Concord, NH 03301 Tel: 603-228-1109 rguarino@steinlawpllc.com	Personnel	2021
Jason LaCombe 1137 Hopkinton Road Hopkinton, NH 03229 Cell: 603-731-8991 jlacombe@sheerr.com Since: 12/14/2016	Principal SMP Architecture 30 So. Main Street, Building Two Concord, NH 03301 Tel: 603-228-8880	Program EH Task Force	2019
Laura Miller 51 Sunset Drive Contoocook, NH 03229 Tel: 603-493-3053 marketplaceneewengland@gmail.com Since: 3/8/2017	Owner Marketplace New England, Inc. 7 North Main Street Concord, NH 03301 Tel: 603-227-6297	Program	2020
Donna Rice 24 Westbourne Road Concord, NH 03301 Tel: 603-568-0064 drice@ppi-nh.com Since: 10/9/2013	Commercial Realtor and Business Manager Premiere Properties 255 South Main Street Concord, NH 03301 Tel: 603-224-3373	Development Chair Nominating Executive	2019
Chris Senko 39 Ridge Road Concord, NH 03301 Tel. 603-229-7033 Chris.senko@gmail.com Since: 2/9/2018	Medical Administrator Community Supporter	<i>Secretary</i> Executive Program	2021

Residence/Preferred E-Mail	Professional Affiliation	Committee(s)	Term Ends
Angela Strozewski 22 Oakmont Drive Concord, NH 03301 Tel. 603-496-0690 angelas@nhmutual.com Since: 1/13/2016	Senior Vice President Operations Officer New Hampshire Mutual Bancorp 89 No. Main Street Concord, NH 03301 Tel. 603-223-2691	Program Chair Finance Executive	2020
Nancy Paul 31 S. Curtisville Road Concord, NH 03301 Tel. 603-321-6256 npaul@friendsprogram.org	Executive Director The Friends Program 202 N. State Street Concord, NH 03301 Tel. 603-228-7606		



FRIENDS RSVP Annual Report on Service Data – Summary of Fund Utilization

In Exeter during the last full year reported, July 1, 2019 through June 30, 2020, Friends RSVP volunteers served at Adult Learner Services, Exeter Health Resources, Rockingham County Nursing Home, local Bone Builders free senior exercise classes, and provided tutoring at Main Street School and friendly companionship visitation at assisted living facilities. 1,810 hours of direct service were offered for Exeter residents or through Exeter volunteers.

Friends RSVP volunteers also provided 1,479 hours of service through projects at the statewide level which benefit Exeter residents. Organizations served include the American Red Cross, Future in Sight (formerly NH Association for the Blind, which now offers transportation service), NH Children's Trust, NH Department of Health and Human Services Dental Services, NH State Library, NH State Office of Professional Licensure and Certification, NH Veterans Home and VA Hospital in Manchester.

Rockingham County projects included veterans' transportation, companionship and medical transportation for the homebound, falls prevention, community gardens, food pantries, and more.

During the last year, July 1, 2019 through June 30, 2020, Friends RSVP:

- Assisted at **53 organizations** that served the residents of Rockingham County.
- Mobilized **213 volunteers** for **Rockingham County, who delivered 20,201 hours** of assistance to local residents even with a statewide shutdown of most volunteer sites.
- Enabled organizations to increase their service capacity and quality, and save money for the residents of Rockingham County and Exeter.

The value of service can be estimated at about \$46,625.60 in direct service within Exeter and \$520,377.76 for Rockingham County with an additional \$38,099 provided to statewide agencies serving Exeter residents. The estimated value is based on the 2019 Bureau of Labor Statistics mean hourly wage for New Hampshire of \$25.76 (Independent Sector average value of a volunteer hour is \$25.76 per hour for 2018).

The impact of Covid-19 on volunteer activity and service has been dramatic. Our Bone Builders classes were shut down in March and continue to only operate remotely due to Covid-19. We are filming a set of Bone Builders classes that we can livestream at no cost to Bone Builders participants so that they can maintain strength and fitness while remaining home. While most sites remain closed to volunteers we have many RSVP volunteers who are sewing masks, serving in solo volunteer jobs at local food pantries, and many who are involved in telephone reassurance check in calls with the homebound.