

Friends Program

Serving Our Community Since 1975

July 25 2023

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

Dear Mr. Dean,

Please accept the enclosed request for funding for FY 2024 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
Annual Report on Service Data FY23
List of Board of Directors

Town Manager's Office

JUL 31 2023

Received





TOWN OF EXETER, NEW HAMPSHIRE
HUMAN SERVICES
FY 2022

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

Address: 130 Pembroke Road Suite 200 Concord NH 03301

Executive Director/ Board Chair: Nancy McKeon/Kathleen Ames **Tax ID Number:** 02-0326855

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

Address: 130 Pembroke Road Suite 200 Concord NH 03301 **Phone:** 603-228-7603

Organization's Mission Statement:

Our mission to "build positive connections and solutions for at-risk youth, families and seniors" 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: 200

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, 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 Exeter Adult Education, among others.

Total Municipal Contributions in 2023 \$16,118 (includes funding from Merrimack and Rockingham County YTD)

List each town that contributes and the amount received _

Friends RSVP City and Town Support FY 2023

Town / City	FY 2023 Funding
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Candia	225
Chester	100
Danville	125
Exeter	2000
Fremont	100
Hampstead	700
Hampton	1,800
Hampton Falls	100
Kingston	225
Londonderry	886
New Castle	750
Newington	90
Newmarket	600
North Hampton	100
Northwood	100
Nottingham	100
Plaistow	850
Portsmouth	4000
Raymond	600
Rye	1500
Sandown	125
South Hampton	50
Stratham	500
Total:	15,626

Organization's total projected budget for FY 2024: \$252,197

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
- 2023 Funding recipients must submit an Annual Report prior to consideration of 2023 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 June 14, 2023

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: Mary J. McKee Date: 7/28/2023

Submit no later than July 31, 2023:

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 "build positive connections and solutions for at risk youth, families and seniors."

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 300 RSVP volunteers serve each year. Of this number, more than 250 RSVP volunteers are placed in high impact assignments. Some of their activities include Transportation, Bone Builders, Food Distribution, Companionship, Community Gardens and Youth Mentoring. Volunteer sites include 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.

RSVP volunteers respond to community partners in need with faithful volunteer service. Staffing blood drives, sewing and donating masks, transporting the homebound to medical appointments, and distributing food to our most at risk community members.

We work with over 55 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, transportation to medical appointments and the grocery store. We provided 2,278 rides this year. Transportation remains a critical need for seniors and community members who are disabled.

Friends RSVP Bone Builders is our signature senior strength training and exercise class, which improves bone and muscle strength, balance, circulation and general health. Throughout Rockingham County Bone Builders classes are provided twice weekly, year-round, at local senior centers, churches and senior housing buildings. When surveyed, 96% of respondents report improvement in overall well-being because of their attendance at a Bone Builders class. Data from surveys strongly indicate that Bone Builder participants experience significant improvements in health, wellbeing, social engagement, strength, balance, and flexibility. Classes in Rockingham County remain active and many classes have wait lists as seniors recognize the importance of physical and social health. A total of 2,918 classes were held last year. Currently serving the Exeter, classes are held throughout the Rockingham County area and are available to any Exeter residents.

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.

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

In Exeter during the last full year reported, July 1, 2022 through June 30, 2023, Friends RSVP volunteers served at local Bone Builders free senior exercise classes and also provided 1,807 hours of service through projects at the statewide level which benefit Exeter residents. Organizations served include the American Red Cross, Future in Sight, NH State Library, Northeast Resource Recycling Association, and AARP Tax Preparation.

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

During the last year, July 1, 2022 through June 30, 2023, Friends RSVP:

- Assisted **55 organizations** that served the residents of Rockingham County.
- Mobilized **156 volunteers** for Rockingham County, who delivered **29,612 hours** of assistance to local residents.
- 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 \$963,574 for Exeter and Rockingham County, based on the 2022 Bureau of Labor Statistics mean hourly wage for New Hampshire of \$32.54 (Independent Sector average value of a volunteer hour is \$32.54 per hour for NH).

Our Friends RSVP volunteers also work on community projects in the area that support local needs and organizations with food and clothing collection, community gardening, tutoring and mentoring. Volunteers assist with blood drives across the county. Agencies benefit from office support, including database work and mailings. Our dedicated volunteers also visit veterans and nursing homes to provide companionship to those who are alone. They prepare meals for congregate meal sites and Meals on Wheels locations. Our volunteers work to fill every need they encounter.

New Hampshire is one of the fastest aging states in the nation. We have an important talent resource in our seniors; 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.

Your outstanding support of Friends RSVP is appreciated. Thank you from all of us at Friends RSVP.

The Friends Program
FY2023 Board of Trustees (Updated 3/10/2023)

Residence/Preferred E-Mail	Professional Affiliation	Committee(s)	Term Ends
Kathleen Ames Bow, NH 03304 blames320@comcast.net Since: 1/13/2016	Community Supporter	<i>President</i> Finance Personnel	2025
Jason Belyea Concord, NH 03301	Vice President Merrill Lynch Wealth Management 118 Storrs Street Concord, NH 03301 Tel: 603-223-2204 jason.belyea@ml.com	Development	2025
Celia Chase Concord, NH 03301 celiachase@gmail.com Since: 10/11/2017	Community Supporter	<i>Secretary</i> Program	2023
Mark Dartnell Concord, NH 03301 Tel.: 603-496-3720 markdartnellnh@gmail.com Since: 2/8/2023	Community Supporter		2026
Susan Geiger Loudon, NH 03307 Since: 9/12/2018	Attorney Orr & Reno, P.A. 45 South Street Concord, NH 03302 Tel. 603-223-9154 sgeiger@orr-reno.com	Development	2024
Jason LaCombe Hopkinton, NH 03229 jlacombe@sheerr.com Since: 12/14/2016	Principal SMP Architecture 30 So. Main Street, Building Two Concord, NH 03301 Tel: 603-228-8880	Finance	2025
Polly Saltmarsh Concord, NH 03301 Since: 6/8/2022	Vice President, Financial Education, Business Development/Mktg Centers for Finance & Education/NH Federal Credit Union 47 N. Main Street Concord, NH 03301 Tel: 603-224-7731 x158 Polly.saltmarsh@nhfcu.org	Finance	2025

Residence/Preferred E-Mail	Professional Affiliation	Committee(s)	Term Ends
Chris Senko Concord, NH 03301 Chris.senko@gmail.com Since: 2/9/2018	Administrator, Bureau of Board Administration NH Office of Professional Licensure & Certification 7 Eagle Square Concord, NH 03301	<i>Vice President</i> Executive Program Chair Personnel	2024
Connor Sperrn Concord, NH 03301 Connor.sperrn@gmail.com Since: 11/8/2021	Concord Coalition to End Homelessness PO Box 3393 Concord, NH 03302	Program Development	2024
Angela Strozewski Concord, NH 03301 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	<i>Treasurer</i> Finance Executive	2023
Nancy McKeon Concord, NH 03301 nmckeon@friendsprogram.org	Executive Director The Friends Program 130 Pembroke Road Ste 200 Concord, NH 03301 Tel. 603-228-7606		

The Friends Program
Balance Sheet - Unposted Transactions Included In Report
As of 9/30/2023

		<u>Current Year</u>
Assets		
Current Assets		
Cash & Cash Equivalents		
Payroll Clearing Account	1105	62.65
Merr County Savings Bank Operating	1108	80,550.65
Merr County Savings Bank MMF	1132	1,229.74
Emergency Housing Savings	1142	284.51
Petty Cash	1154	100.00
Total Cash & Cash Equivalents		<u>82,227.55</u>
Accounts Receivable		
Accounts Receivable General	1401	17,406.00
Grant Receivable AmeriCorps-FGP	1417	870,812.68
Grant Receivable AmeriCorps-RSVP	1452	(5,000.00)
Total Accounts Receivable		<u>883,218.68</u>
Prepaid Expenses		
Prepaid Rent	1510	2,723.50
Prepaid Professional Fees	1519	4,879.00
Total Prepaid Expenses		<u>7,602.50</u>
Total Current Assets		<u>973,048.73</u>
Long-term Assets		
Property & Equipment		
Land	1800	37,800.00
Buildings	1801	237,633.19
Furniture And Fixtures	1802	96,835.21
Building Improvements	1803	478,104.54
Accum Dep/Buildings	1851	(237,633.19)
Accum Depn/Furn And Fix	1852	(97,001.81)
Accum Depn/Building Improvements	1853	(423,234.07)
Total Property & Equipment		<u>92,503.87</u>
Long-term Investments		
Investments-without Donor Restrictions	1700	333,939.06
YM Endowment-With Donor Restrictions	1701	90,068.60
EH Endowment-With Donor Restrictions	1702	113,186.47
Total Long-term Investments		<u>537,194.13</u>
Other Long-term Assets		
Unemployment Savings Account	1952	21,193.00
Total Other Long-term Assets		<u>21,193.00</u>
Total Long-term Assets		<u>650,891.00</u>
Total Assets		<u><u>1,623,939.73</u></u>
Liabilities		
Short-term Liabilities		
Accounts Payable		
Accounts Payable	2100	7,729.33
Total Accounts Payable		<u>7,729.33</u>
Deferred Revenue		
Def Rev/FGP AmeriCorps	2531	903,775.51

The Friends Program
Balance Sheet - Unposted Transactions Included In Report
As of 9/30/2023

		<u>Current Year</u>
Total Deferred Revenue		903,775.51
Other Short-term Liabilities		
Accrued FICA Payable	2200	(0.01)
Earn Time Liability	2209	24,406.63
PR DED/United Way	2212	10.00
Total Other Short-term Liabilities		<u>24,416.62</u>
Total Short-term Liabilities		935,921.46
Long-term Liabilities		
Notes Payable		
N/P City Of Concord	2811	4,470.00
MCSB Line of Credit	2834	40,000.00
Total Notes Payable		<u>44,470.00</u>
Total Long-term Liabilities		44,470.00
Total Liabilities		<u>980,391.46</u>
Net Assets		
Beginning Net Assets		
Net Assets		
Net Assets Investment Accounts	3010	328,661.82
Board Designated Net Assets	3090	363,562.63
Total Net Assets		<u>692,224.45</u>
Total Beginning Net Assets		692,224.45
Current YTD Net Income		(48,676.18)
Total Current YTD Net Income		<u>(48,676.18)</u>
Total Net Assets		<u>643,548.27</u>
Total Liabilities and Net Assets		<u><u>1,623,939.73</u></u>

The Friends Program
Statement of Revenues and Expenditures - Lily RSVP with budget
From 10/1/2022 Through 9/30/2023

	Current Period Actual	Current Year Actual	Total Budget - Original
Operating Revenue			
Grant Revenue			
Eastman Foundation	0.00	0.00	5,600.00
Americorps	100,481.55	100,481.55	149,811.00
Municipal - Towns and Cities	7,764.00	7,764.00	12,700.00
Foundations	16,000.00	16,000.00	16,000.00
Rockingham County	7,000.00	7,000.00	7,000.00
Lincoln Financial	5,000.00	5,000.00	5,000.00
Merrimack County	21,190.63	21,190.63	14,000.00
Total Grant Revenue	<u>157,436.18</u>	<u>157,436.18</u>	<u>210,111.00</u>
Contributions			
Fundraising and Events	1,268.00	1,268.00	0.00
Chasers	5,924.15	5,924.15	45,000.00
Designated Programs	290.00	290.00	2,500.00
Annual Appeal	0.00	0.00	200.00
Inkind Meals	0.00	0.00	425.00
Inkind Travel	0.00	0.00	650.00
Inkind Other	38,206.19	38,206.19	33,000.00
Bone Builders	12,824.37	12,824.37	18,000.00
Total Contributions	<u>58,512.71</u>	<u>58,512.71</u>	<u>99,775.00</u>
Other Income			
Revenue Allocations	12,235.01	12,235.01	0.00
Total Other Income	<u>12,235.01</u>	<u>12,235.01</u>	<u>0.00</u>
Total Operating Revenue	<u>228,183.90</u>	<u>228,183.90</u>	<u>309,886.00</u>
Total Revenue	<u>228,183.90</u>	<u>228,183.90</u>	<u>309,886.00</u>
Expenditures			
Personnel Expenses			
Sals Clerical	1,232.82	1,232.82	3,150.00
Sals Coordinator	94,739.64	94,739.64	125,756.00
Sals Supervisory	16,024.38	16,024.38	34,912.00
Disability Insurance	405.90	405.90	400.00
Vision	64.07	64.07	32.50
Dental	996.24	996.24	380.00
Employee/Crim/DMV Checks	0.00	0.00	30.00
Health Insurance	12,509.84	12,509.84	11,100.00
Life Insurance	232.99	232.99	225.00
Payroll Taxes/FICA	8,621.31	8,621.31	12,532.08
Unemployment Tax	0.00	0.00	400.00
Workers Comp Insurance	2,918.68	2,918.68	2,488.00
Total Personnel Expenses	<u>137,745.87</u>	<u>137,745.87</u>	<u>191,405.58</u>
Program Expenses			
Staff Travel	4,864.45	4,864.45	5,500.00
Vol Insurance	3,598.55	3,598.55	3,700.00
Staff Development	80.00	80.00	100.00
Advertising	259.19	259.19	100.00
Inkind Physicals	0.00	0.00	425.00
Inkind Meals	0.00	0.00	650.00
Program Activities	509.69	509.69	2,000.00
Inkind Other	38,206.19	38,206.19	33,000.00
Recognition Expense	3,438.63	3,438.63	3,000.00
Volunteers CRIM/DMV Checks	160.00	160.00	600.00
Total Program Expenses	<u>51,116.70</u>	<u>51,116.70</u>	<u>49,075.00</u>
Professional Fees			
Other Outside Services -Payroll	51.79	51.79	380.00

The Friends Program
Statement of Revenues and Expenditures - Lily RSVP with budget
From 10/1/2022 Through 9/30/2023

	Current Period Actual	Current Year Actual	Total Budget - Original
Temporary Help	175.50	175.50	0.00
Auditing and Professional Services	2,052.18	2,052.18	2,880.00
Public Relations/Marketing	156.41	156.41	400.00
Total Professional Fees	2,435.88	2,435.88	3,660.00
Supplies			
Computer Supplies	0.00	0.00	1,000.00
Software Maintenance Agreements	5,327.69	5,327.69	7,900.00
Printed Supplies	267.04	267.04	100.00
Office Supplies	432.50	432.50	1,500.00
Leased/Rental Equipment	721.30	721.30	1,200.00
Total Supplies	6,748.53	6,748.53	11,700.00
Postage & Shipping			
Postage	267.80	267.80	250.00
Total Postage & Shipping	267.80	267.80	250.00
Occupancy			
Office/Storage Rent	7,479.47	7,479.47	10,080.00
Insurance/General Liability	3,562.26	3,562.26	4,890.00
Telcom Expenses	1,925.87	1,925.87	2,150.00
Building Maintenance Expense	0.00	0.00	250.00
Total Occupancy	12,967.60	12,967.60	17,370.00
Conferences, Conventions & Meetings			
Conference/Meetings	561.61	561.61	400.00
Total Conferences, Conventions & Meetings	561.61	561.61	400.00
Dues & Subscriptions			
Books/Subscriptions	15.00	15.00	0.00
Dues/Memberships	0.00	0.00	100.00
Total Dues & Subscriptions	15.00	15.00	100.00
Miscellaneous			
Fundraising Expense	406.10	406.10	3,000.00
Expense Allocations	18,660.12	18,660.12	0.00
Total Miscellaneous	19,066.22	19,066.22	3,000.00
Total Expenditures	230,925.21	230,925.21	276,960.58
Net Revenue Over Expenditures	(2,741.31)	(2,741.31)	32,925.42