

2009 ANNUAL REPORT

# NASHUA PASTORAL CARE CENTER



CHANGING LIVES . . .  
ONE FAMILY AT A TIME

## LETTER FROM THE PRESIDENT



**Dr. Ronald Kraus**

*During this past 2008-2009 fiscal year, I was honored to act as the president of the Board of Directors of the Care Center. Each year we reflect on the profound impact the Center continues to have on the community, as evidenced by this report. This year I feel it most important to reflect on the reasons that motivate the incredibly resourceful staff, the committed Board of Directors, the volunteers, and the donors who all give their time, resources, and energy in bringing renewed meaning to people's lives.*

*The driving forces behind the sustainable work of the Center and the generosity associated with that work are Leadership--creating a way for people to contribute in making something extraordinary happen, and Legacy--an intense interest in the kind of a community we want to bequeath to our clients and their children. It is all about the connection between vision and action. When we feel passionately about the legacy we want to leave, about the kind of future we want for ourselves and others, we are much more likely to step forward to make our vision a reality. This is what happens within the Care Center's community.*

*When the staff and board convene, the meetings are not just concerned about today's problems, but also about tomorrow's possibilities. It is all about looking across the horizon of time and imagining greater opportunities to come. That is leadership, and our donors can be proud that the people in charge of their investment are truly motivated by transformational and compassionate goals. Bringing meaning and dignity back to life in the present for so many in need makes life better in the long run. These are truly essential ingredients in getting extraordinary things done--and we continue to do that!*

*The success of our clients is the bottom line. To the Board and staff, I consider working with you a privilege. To our Silver Corporate Partners, Cityside Management and BAE, and all our donors, I extend the gratitude of many. Know what moves our collective spirit, and know we will continue to be as far-reaching in our service as you allow us to be.*

*Thank you.*

A handwritten signature in cursive script, appearing to read "Ronald Kraus".

**Dr. Ronald Kraus**  
**Bausch Articulating Papers**

## CEO'S ADDRESS

When people give to the Nashua Pastoral Care Center, they make a genuine difference in the lives of children and families living in the greater Nashua area. At the Care Center, we care for each individual and family member in a personalized, compassionate, and holistic environment. Although this past year has been a challenging one with our philanthropic support decreasing due to difficult economic conditions, we have made it our priority to continue delivering on our commitment to provide basic necessities for the most vulnerable citizens in our region. Supporting families with a safe, nurturing environment, giving them an opportunity for learning, and helping them strive to be the best they can be with support and guidance is what we as an agency continue to strive for each and every year.



**Maryse Wirbal**

Although we have faced much adversity this year with reductions in funding, it does not compare to the adversity many of our families have had to overcome this past year . . . a single father struggling to accept his son's fatal disease; a mom living on \$200 a month . . . they know adversity. As I speak with our direct service employees who meet these families on a daily basis and hear the hundreds of difficult situations, I am always in awe over the strength and courage each family demonstrates and their willingness to strive for a better life. At the Care Center, it is our mission "to offer support and provide services to assist individuals and families transition from crisis to self-sufficiency," and our staff is truly committed to ensuring this occurs one family at a time.

I wish to thank our supporters, friends, volunteers, Board of Directors, local government officials, and most especially the dedicated, compassionate staff at the Care Center for their continued dedication and willingness to serve our most vulnerable neighbors in a most unsettling economic environment. Let us look forward to the future with optimism and hope that fewer people will be in need of our services. Until that day comes, we will continue to fight the good fight and provide solutions to change lives.

Thank you for your support!

"LET US LOOK FORWARD TO THE FUTURE WITH OPTIMISM . . ."



## PREVENTING HOMELESSNESS



Ensuring that our clients have a permanent place to call home has always been and continues to be a major focus for the Care Center. When faced with the possibility of eviction or a utility shut off, clients may apply for financial assistance through our Prevention & Intervention of Homelessness Program, once they have been seen at their respec-

tive Welfare Office. In addition to the financial assistance to deal with the crisis at hand, our clients receive case management services to ensure that they will not be in this position again in the future.

Interest-free security deposit loans are available for those who qualify through the Housing Security Guarantee Program (HSGP). This service removes a major barrier for many individuals and families when trying to secure a new permanent residence.

The Care Center can provide a one-time assist with a mortgage payment through the Mortgage Revolving Loan Fund if that one payment will return the client to good standing with the mortgage company.

Our Transitional Housing Program provides a home for single mothers and their children while they work to resolve the issues that precipitated their homelessness. Mandated through this program is participation in some type of higher educational program that will enhance their earning power to sustain self-sufficiency over the long term. While our families are residing in the Transitional Housing Program, which is typically for two years, they receive whatever supportive services are necessary to effect the permanent changes that will lead them to a happy, healthy lifestyle.

*"If it hadn't been for the Care Center and all the help you gave me, I would probably be living in my car right now. I don't ever want to be in that position again. Thank you so much."*



## PROVIDING SUPPORT

When faced with a crisis, many of our families are unable to make ends meet and provide the basic necessities to sustain everyday life. The Care Center is one of the very few places in our community that will help with transportation, prescriptions and medical needs, dental care, food, and miscellaneous requests. We understand that it can sometimes come down to a decision for a family to pay the rent or put food on the table. We will work with that family during the crisis and support them during the journey back to self-sufficiency.

Support for our clients is provided in a variety of ways. If a service is required that we do not provide, we will advocate for that client with the appropriate agency to see that the need is met. The Care Center is a very strong proponent of collaboration among local service providers to provide the best possible solutions. We have been an active member of the Greater Nashua Continuum of Care, which is comprised of over 30 service providers dedicated to serving the disadvantaged and ending homelessness in this area.

Sometimes our clients, especially if they are accessing mainstream services for the first time, just need someone to talk to who will help them navigate the system.

*"Thank you so much for helping me apply for the emergency loan at St. Mary's Bank. I was able to purchase a car, and with your help, get it registered."*



### Helping with Basic Necessities



Medical Care



Dental Care



Transportation



Food

NPCC PROVIDES ASSISTANCE WITH BASIC HUMAN NECESSITIES DURING THE CRISIS

## PROMOTING EDUCATION



Our Transitional Housing Case Managers work with the local schools to monitor the progress of our clients' children



Enrollment in some type of educational or job training program is a requirement for participation in the Transitional Housing Program



We encourage all of our clients to pursue their goals and dreams and support all types of educational endeavors.

Promoting educational opportunities plays an important role in our case management style as we work with the individuals and families who access our services.

It is a mandate of our **Transitional Housing Program** that our mothers participate in some type of educational or job skills training program that will equip them with the skills necessary to obtain the type of employment that will increase their earning power. In addition to being involved in a formal educational program, many on-site educational opportunities are offered dealing with topics such as effective parenting, dealing with stress and difficult behavior, addiction issues, self-esteem, etc. Counseling and therapy for both mothers and children is provided whenever necessary.

The Care Center offers a **Financial Literacy Program**, which consists of seven weekly sessions that address the various aspects of personal financial management. This course is offered free of charge to the community at large several times each year. As we meet with clients who need help with budgeting and other financial matters, they are strongly encouraged to participate in Financial Literacy.

Our **Crisis & Advocacy Resource Education Program** will assist individuals with miscellaneous expenses such as books and fees that are related to the pursuit of educational opportunities.

## PROVIDING SOLUTIONS

Through the generosity of our donors and supporters, 5,063 individuals received services last fiscal year producing the following positive results:

- **137** families received an interest-free security deposit loan that enabled them to obtain a permanent residence
- **163** families were able to avoid an eviction or utility shut off through assistance from the Prevention & Intervention of Homelessness Program
- **881** individuals received assistance with basic necessities such as medication, transportation, and dental care through the Crisis Advocacy & Resource Education Program
- **26** families were able to reside in our Transitional Housing Program while they received supportive services and pursued their educational programs
- **1,595** individuals, which represents 833 children, received assistance with food through the Denise Aussant Taylor Food Pantry
- **19** individuals graduated from our Financial Literacy Program
- **1,763** individuals received gifts and food through our annual Holiday Program.

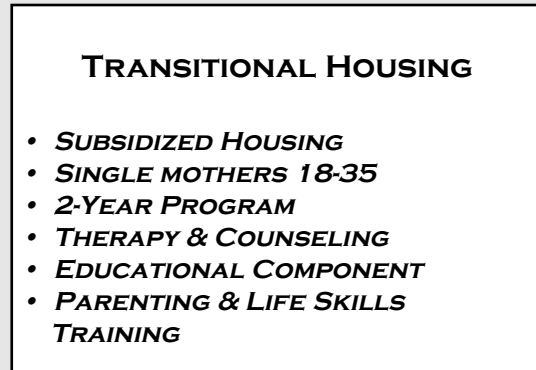
Providing these services made a significant, positive impact on the life of each and every individual or family that we were able to serve.

CHANGING LIVES . . . ONE FAMILY AT A TIME

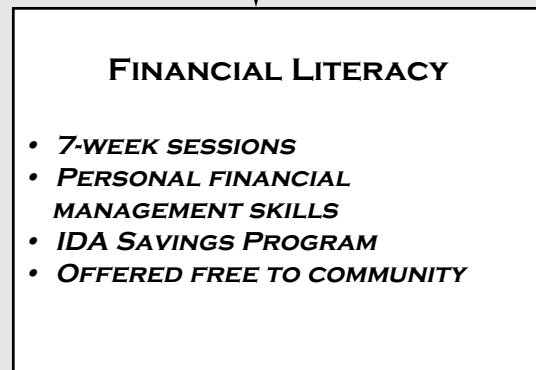


## ***NPCC's PROGRAMS TO COMBAT POVERTY***

## ***WORK TOGETHER AND HOMELESS***



***PROMOTING***





# ***WORK TOGETHER AND HOMELESSNESS***

## **PREVENTION & INTERVENTION OF HOMELESSNESS**

- *ASSISTANCE WITH BACK RENT*
- *EVICTON INTERVENTION*
- *UTILITY AND FUEL ASSISTANCE*
- *SECURITY DEPOSIT LOAN*
- *REVOLVING LOAN FUND*
- *FINANCIAL COUNSELING*

## ***SELF-SUFFICIENCY***

## **CRISIS ADVOCACY & RESOURCE EDUCATION**

- *TRANSPORTATION*
- *MEDICAL & DENTAL NEEDS*
- *CHILDCARE*
- *HOLIDAY PROGRAM*
- *DENISE AUSSANT TAYLOR FOOD  
PANTRY*



## CONTRIBUTIONS

*The Care Center wishes to thank those who have given their time and resources throughout the year. The list below includes those who donated at a \$500 level and above. We apologize for anyone inadvertently omitted.*

THANK YOU

106.3 Frank FM	Creative Cakes by Debby
Allstate Foundation	Crowne Plaza Orlando
Mr. and Mrs. David Almeda	Dartmouth-Hitchcock
American Defenders of NH	Mr. & Mrs. Jeff Davis
Amherst Junior Women's Club	Mr. and Mrs. Gary Degruittola
Ella Anderson Trust	Dell Foundation
Anrik Irrigation	Mr. and Mrs. Dan DellaCamera
B & S Locksmith	Eaton & Berube Insurance
BAE Systems	Edward Jones Investments,
Ms. Eileen Beckhardt and	Frank Vumbaco
Mr. Ben Freedman	NH Diocese of the
Beckonings	Episcopal Church
Bellwether Community Credit Union	Every Day Epicure
Mr. and Mrs. Michael Bernier	First Church Women's Association
Mary L Billings Trust	First Colebrook Bank
Mr. and Mrs. Richard Binder	Mr. and Mrs. Burns Fisher
Bishop Guertin High School	Fody's Great American Tavern
Mr. John Bizios	Mr. and Mrs. William Ford
Mr. Thomas Boucher	G.M. Roth Design Remodeling
Mr. and Mrs. Stephen Brown	Mr. and Mrs. Michael Gonzales
Built Right Networks, LLC	Greenhouse Café Catering
Cardin Jewelers	Good Vibrations Entertainment
Celebrations Distinctive Catering	Gutter Helmet of NH
Mr. and Mrs. Peter Chaloner	Mr. and Mrs. Brian Hall
Checkers Restaurant, Alvirne HS	Hannoush Jewelers
Christian Party Rental	Mr. and Mrs. Robert Hayes
Church of The Good Shepherd	Mr. and Mrs. James Healy
Church World Service	Mr. David Heath
Cirtronics Corporation	Heritage United Way
Citizens Bank	Hillsborough County Incentive Fund
City Of Nashua	Hunt Community
Cityside Management	Impact Science & Technology, Inc.
Club National Charitable Fund	Mr. and Mrs. Tom James
Mr. Peter Collins	Mr. Ken Jefferies and Ms. Jackie Baker
Collins Flowers	Kal Vin Construction
Mr. and Mrs. Kevin Collins	James and Fernande Kelly
Community Action Program	Charitable Trust
Mr. and Mrs. Jay Connor	King David Coffee Roasters
Dr. and Mrs. Mark Constantian	Dr. and Mrs. Ronald Kraus
Continental Paving, Inc.	Kripalu Center Yoga & Health
Mr. and Mrs. William Conway	Lambert & Associates
Mr. and Ms. Dick Coughlin	Mr. and Mrs. Gary Lambert
Mr. Matthew Coyle	Mr. and Mrs. Ray Lambert

## CONTRIBUTIONS

*Lang's Landscaping*  
*Mr. and Mrs. Jack Law*  
*Mr. and Mrs. Brian Law*  
*Law Warehouses, Inc.*  
*Marie LeDoux Foundation*  
*Mr. and Mrs. Richard Lovering*  
*Mr. and Mrs. Michael Lozeau*  
*Mr. and Mrs. Peter Luthi*  
*Dr. Arthur Lyford, DMD*  
*Merrimack County Savings Bank*  
*Mrs. Jane Metcalf*  
*Michael Timothy's/Surf*  
*Millipore*  
*Morin's Landscaping*  
*Mr. and Mrs. Brian Murphy*  
*Nashua Community College*  
*Nashua Country Club*  
*NH Fisher Cats*  
*Ocean National Bank*  
*Mr. and Mrs. James Odierna*  
*Rev. Dr. and Mrs. Robert Odierna*  
*Patisserie Bleu*  
*Pennichuck Water*  
*Persian Rug Gallery*  
*Mr. and Mrs. Rick Phillips*  
*Piani Designs*  
*Pilgrim Church*  
*Pine State Beverage Company*  
*Mr. and Mrs. Bill Pockl*  
*Rapid Sheet Metal, Inc.*  
*Rite Aid Foundation*  
*RBC Wealth Management*  
*Rotary Club of Nashua*  
*Rotary Club of Nashua West*  
*SAS Management Consultants*  
*Saffron Bistro*  
*Scenic Landscape Services*  
*Scentsas Fine Jewelry & Home Décor*  
*Ms. Jennifer Schick*  
*Seedling Café*  
*Mr. and Mrs. Jeffrey Shanahan*  
*Mr. and Mrs. Rob Shaw*  
*Mr. and Mrs. Stephen Shepherd*  
*Mr. and Mrs. Kevin Simoneau*  
*Sodexo - St. Joseph Hospital*  
*Southwest Airlines*  
*Splash by Masi*  
*St. Joseph's Hospital*  
*Mrs. Priscilla St. Laurent*  
*St. Mary's Bank*  
*Ms. Sally Stalker*  
*State of New Hampshire, Division of*  
*Homeless & Housing Services*



*Stonebridge Country Club*  
*Mr. and Mrs. Robert Streed*  
*Stylianios, Inc.*  
*Swan Chocolates*  
*TD Banknorth*  
*T.J. McCartney, Inc.*  
*The Common Man of Merrimack*  
*The First Church, UCC*  
*The Lawn Dawg*  
*The Nash Foundation, Inc.*  
*The Nashua Bank*  
*The Orthopedic Center*  
*The Telegraph*  
*Tio Juan's Margaritas*  
*Ms. Denise Thompson*  
*Town of Hudson*  
*Town of Merrimack*  
*Triangle Credit Union*  
*Two Chefs Are Better Than One*  
*Unitarian-Universalist Church of*  
*Nashua*  
*United Way of Greater Nashua*  
*Unums*  
*Mr. and Mrs. John VanDalsum*  
*Villa Banca*  
*Madelaine G. Von Webber Trust*  
*Walt Disney World*  
*Mr. and Mrs. Tom Welden*  
*Ms. Amy Wheeler*  
*Mr. and Mrs. Terry Wheelock*  
*Mr. and Mrs. Gary Wingate*  
*Mr. and Mrs. Michael Woessner*  
*Women's Fund of NH*  
*Mr. and Mrs. John Worthen*  
*Mr. and Mrs. William Wright*  
*Mr. and Mrs. Tim Yeaton*  
*You You Japanese Bistro*  
*Mr. and Mrs. John Ziemba*  
*Zulu Nyala Group, Trevor Shaw*

**Special thanks to . . .**

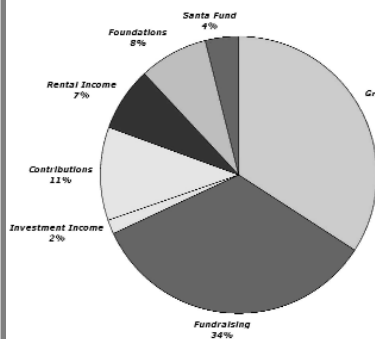


THANK YOU

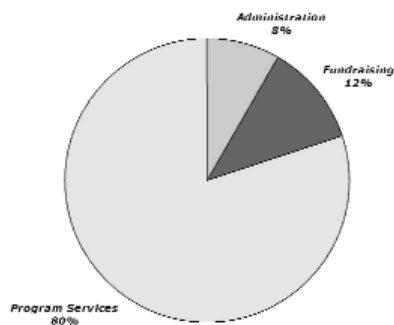
# FINANCIAL STATEMENTS

THE YEAR IN REVIEW

## TOTAL REVENUE



## TOTAL EXPENSES



## REVENUE

Grant Income	\$ 296,280
Fundraising	264,299
Investment Income	14,404
Realized Loss on Investments	(5,779)
Unrealized loss on investments	(107,008)
Rental income	63,180
Religious donations	45,891
Individual donations	30,358
Foundation donations	72,000
Santa fund income	32,796
Corporate donations	7,394
Miscellaneous income	4,998
Civic donations	5,451
In-kind donation-Interest	70,272
Net assets released	<u>5,857</u>

**Total Revenue \$ 800,393**

## EXPENSES

Administration	75,422
Fundraising	104,575
Program Services:	
Transitional Housing	432,282
Direct Services	<u>300,766</u>

**Total Expenses \$ 913,045**

**Change in  
Net Assets (112,652)**

# FINANCIAL STATEMENTS

## ASSETS

### Current Assets

Cash and cash equivalents	\$	161,964
Investments		328,179
Promises to give		68,625
Client Receivables - HHARLF, HSGP, RLF		180,018
State Receivables - HSGP		4,449
Other Client Receivables		3,670
Prepaid Expenses		<u>6,742</u>
<b>Total Current Assets</b>		<b><u>753,647</u></b>

### Property & Equipment

Land, building & improvement		1,045,571
Leasehold improvements		52,691
Equipment and furniture		<u>73,492</u>
		1,171,754
Less accumulated depreciation		<u>(420,014)</u>

**Total Property & Equipment** **751,740**

### Other Assets

Investment in Evolution Sports Rivals, LLC		19,325
Cash escrow		<u>33,712</u>
<b>Total Other Assets</b>		<b>53,037</b>

**TOTAL ASSETS** **\$ 1,558,424**

## LIABILITIES & NET ASSETS

### Current Liabilities

Notes payable, current portion		4,227
Accounts payable		6,716
Security deposits		5,000
Deferred revenue		5,000
HHARLF & HSGP vouchers outstanding		<u>219,702</u>
		<u>240,645</u>

Notes Payable, net of current portion 974,721

### Net Assets

Unrestricted		41,515
Temporarily restricted		8,704
Permanently restricted		<u>292,839</u>
		<u>343,058</u>

**TOTAL LIABILITIES & NET ASSETS** **\$ 1,558,424**

THE YEAR IN REVIEW



# NPCC FUNDRAISING EVENTS



## Penny Picker Campaign



- \$39,613 net proceeds
- 500 community volunteers
- 12 area schools involved

## Gourmet Festival & Auction



- \$92,160 net proceeds
- 250 guests
- 20 area chefs and/or restaurants participated



## Annual Golf Tournament



- \$25,250 net proceeds
- Morning tournament at Nashua Country Club
- The weather cooperated this year!

Changing Lives . . . One Family at a Time

# NPCC BOARD OF DIRECTORS

## Executive Committee

**Dr. Ronald Kraus** . . . . . President  
Bausch Articulating Papers

**Mr. Michael Martinez** . . . . . President Elect  
Cityside Management

**Mr. Rob Shaw** . . . . . Vice President  
Texas Instruments

**Mrs. Cynthia Woessner** . . . . . Secretary  
BAE Systems

**The Rev. Dr. Robert Odierna (Odie)** . . . . . Treasurer  
Church of The Good Shepherd

**Lori Lambert** . . . . . Immediate Past President  
Weisman, Tessier, Lambert & Halloran

**Maryse Wirbal** . . . . . Chief Executive Officer

## Members

<b>Mrs. Erin Almeda</b>	Concord Hospital
<b>Mr. Michael Bernier</b>	Allstate Insurance
<b>Mr. Thomas Boucher</b>	The Nashua Bank
<b>Mrs. Judy Brown</b>	Nashua Resident
<b>Mrs. Donna Collins</b>	Nashua Resident
<b>Mr. Peter Collins</b>	Collins Flowers
<b>Mr. Mike Gonzales</b>	Citizens Bank
<b>Mr. Robert Hayes</b>	St. Joseph Hospital
<b>Mr. Ray Lambert</b>	Ocean Bank
<b>Mrs. Lisa Law</b>	Prudential Verani Realty
<b>Mrs. Judith Masson</b>	Cirtronics Corporation
<b>Mrs. Ann McQuaid</b>	Hewlett Packard
<b>Mrs. Corine Murphy</b>	Nashua Resident
<b>Mr. Rick Phillips</b>	eCopy
<b>Jennifer R. Schick, Esq.</b>	Devine, Millimet, and Branch
<b>Attorney Kelly Shanahan</b>	Flegal Law Office
<b>Mrs. Denise Thompson</b>	Sovereign Bank
<b>Ms. Amy Wheeler</b>	First Colebrook Bank
<b>Mrs. Susan Yeaton</b>	Stonebridge Country Club
<b>Mr. John Ziemba</b>	Triangle Credit Union





## PARTNER RECOGNITION

### **Silver Corporate Partners**



**BAE SYSTEMS**

### **Gold Media Partners**

**The Telegraph**



**OUR MISSION IS TO OFFER SUPPORT AND PROVIDE  
SERVICES TO ASSIST INDIVIDUALS AND FAMILIES  
TRANSITION FROM  
CRISIS TO SELF-SUFFICIENCY**



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