

Nashua Pastoral Care Center, Inc



Investing in Ourselves by
Rebranding to Become

The Front Door Agency

January 2012



2011 Annual Report

Letter from the President



Robert Shaw, President
Board of Directors

While the past year has been challenging in many regards for us and many other nonprofits, this has still been a very successful year for the Care Center.

It has been my pleasure and honor to serve as the President of the Board of Directors for fiscal year 2010-2011. The Care Center continues to thrive with a highly engaged Board, a top notch CEO, and a wonderful staff. The energy, dedication, and passion that are shown by them are invigorating. However, even more rewarding are those times when we hear the stories from the clients who have succeeded through the work of the Care Center – their stories are always touching and emotional, but are also ones that truly relate the great work that is being done! These are the stories that personalize the mission of “ . . . transition from crisis to self sufficiency.”

Despite the ongoing economic challenges, the community maintained strong and generous support for our mission and associated activities. Our fundraising efforts saw increases for the Gourmet Festival and the Golf Tournament and a strong response to Penny Pickers.

An intensive and invigorating effort to embark on an update of the Strategic Plan was undertaken. There are new and exciting opportunities that we will be following through on so stay tuned for some news about these as we go forward.

Meanwhile, a fulfillment of one aspect of our previous Strategic Plan saw the expansion of Transitional Housing to a Phase 3 with the additional property on Amherst Street as part of a collaborative effort with the City and other agencies.

Our Board remains highly active and gives by offering from their wide array of skills, their time, and their financial support. Although we have many great individuals serving on the Board, we did recently say farewell to several former Presidents who brought great leadership through their many years of service and we will miss them.

We also encourage those of you in the community that might share some of our passions for these great causes to consider joining us in the future on the Board.

Finally, I would like to again recognize the tremendous job that Maryse and her staff do to make all of this a reality through their tireless dedication and heartfelt efforts. Thank you for all of your support for this wonderful organization.

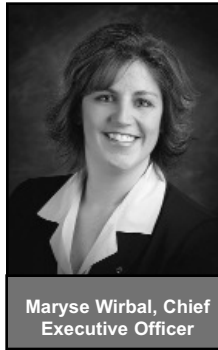
With great pride,

A handwritten signature in dark ink, appearing to read "Robert G. Shaw".

Robert Shaw, Board President
Texas Instruments

CEO's Address

Our 24th year has been interesting, challenging, and exciting—particularly the last several months. It is a wonderful time of reflection as we prepare to celebrate our 25h anniversary. Looking back at our growth and success with serving the needs of this community instills a great sense of pride in me. The support and involvement of all of our constituencies is what has made reaching this milestone possible. Thank you for your continued support.



Maryse Wirbal, Chief
Executive Officer

One very significant decision that was made during our strategic planning process last year was to rebrand the agency. As you probably noticed on the cover of this report, “The Front Door Agency” was chosen as our new name. I am looking forward to the challenges and opportunities that this change will afford. Let me share some of the other significant highlights from this past year:

Phase III of Transitional Housing, which is housing of a more permanent nature, is now up and running. As of May 1, we have two clients and their children residing in our Amherst Street property. This represents a long-term goal of our agency being met.

NPCC successfully collaborated with Bridges, the domestic violence shelter in Nashua, on a OVW (Office on Violence Against Women) grant proposal to support housing beyond the shelter for women fleeing domestic violence situations. This 3-year Federal grant will support the collaboration between The Care Center and Bridges to provide scattered site transitional housing and supportive services to survivors in Southern Hillsborough County. We are pleased to work in partnership to address this important issue, especially during these difficult economic times.

We collaborated with Southern NH Services and PSNH Weatherization Program to finalize energy audits and upgrades at two of our transitional housing sites. Over \$100,000 in energy improvements were donated, and our electrical usage has decreased on an average of 15-20 percent over the past year.

We are now able to offer therapeutic services to clients as we now have a licensed therapist on staff. This new position will help in streamlining the intake process by allowing us to provide psychological assessments in a more timely fashion, hence transitioning homeless families into structured housing faster. In addition, individual and group therapy will be more readily available, eliminating transportation barriers. Again, another long-term goal of the agency has been reached.

As I said—it has been an exciting year with many positive changes, and I look forward to the challenges the next 25 years will bring. Thank you for all of your support—it truly makes a difference every day!

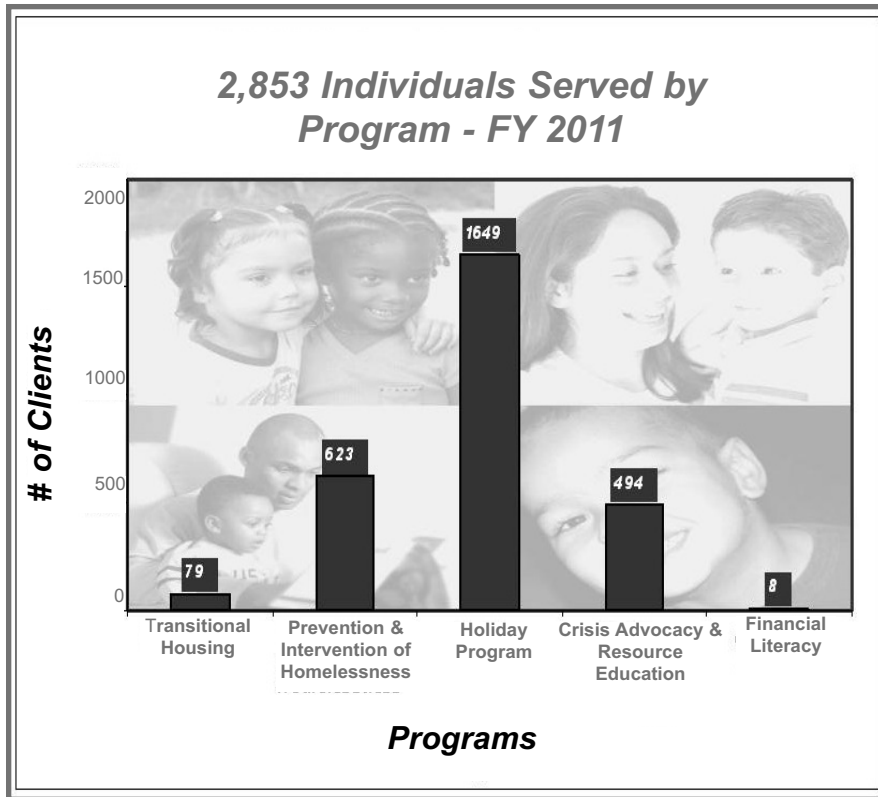
A handwritten signature in cursive script, appearing to read "Maryse Wirbal".

Maryse Wirbal, Chief Executive Officer
Nashua Pastoral Care Center



“To offer support and provide services to assist individuals and families transition from crisis to self-sufficiency”

The mission of the Nashua Pastoral Care Center guides all we do, and it is just as vital today as it was at our founding in 1987. We continue to provide the tools and direction for our clients to help them help themselves, overcome the crisis at hand, reach their potential, and lead healthy, self-sufficient lives. Our four core programs delivered services to 2,853 individuals from the Greater Nashua area last year. The graph below indicates service delivery by program.



The programs of the Care Center work together to address the issues that are at the root cause of poverty and homelessness - lack of education and job skills, lack of affordable housing, and loss of employment.

"Different circumstances bring individual families into transitional housing programs. For us, it was a divorce and lack of consistent child support payment that caused us to be unable to survive financially in our own home. I went from homeowner to homeless in a very short period of time. My case manager helped me in so many ways. At our weekly meetings we discussed family issues, personal mental health status and any financial matters I had. She helped me to break down my situation into workable parts. I learned how to take things one step at a time, one day at a time."

As much as this program did for me, it did much more for my children. They were able to celebrate the holidays in their own apartment and not in a shelter. They helped me make Thanksgiving dinner with the food basket that was donated to us by this program. They had an amazing Christmas.

They were able to come home every night to their own room, eat dinner at their own table and not have to worry about where their next meal was coming from. My children were given hope."



~ Transitional Housing Client

Being able to provide basic necessities is critical to the core wellbeing and strength of our families as they struggle to overcome the hardships that have resulted from a crisis such as the loss of a job, divorce, serious illness, or any other event that changed the balance of family life.

Transitional Housing is one of the most vital and central programs of the Care Center where this happens. We provide a comprehensive program for

single homeless mothers and their children that includes housing stability and the appropriate support services to alter their lives and ultimately

reach and maintain self-sufficiency. It is here that we have the opportunity to permanently change lives for the better. Parenting skills are evaluated and any needed therapy or counseling is provided.

We help our mothers find the right balance between family and work.



After getting settled into the Transitional Housing Program and getting all of her supports in place, including childcare, Crystal enrolled at Hesser College in the Medical Assistant Certification program. Learning to live independently and working towards self-sufficiency is a real milestone for our clients, and Crystal did just that. She received her certification and is now employed full time at the New Hampshire Orthopaedic Center. She is saving so that she will be able to afford permanent housing and plans to continue her education.



The Care Center helps people take the first step, and then the sky is the limit.

The Care Center is guided by a firm commitment to its mission of promoting self-sufficiency, while adhering to our values of dignity, respect, and compassion for all people. ***We hold the belief that through education, every person can grow and succeed.***

One of the requirements for participation in our Transitional Housing Program is that our clients must become involved in some type of educational or job training skills program that will provide them the opportunity to acquire the knowledge and skills to eventually secure employment that will lead to self-sufficient living.



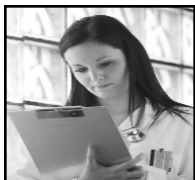
Dick Lavoie of Triangle Credit Union presenting one of the Financial Literacy sessions.

The Care Center offers the Financial Literacy Program free to the general public twice a year. Our clients have the opportunity to learn to manage their personal finances and understand the importance of setting goals and saving. Expertise from the local financial community is utilized to deliver this program.

Educating our clients on budgeting and making wise, informed choices is done through all of our programs. Case management is also available.

The Care Center has established and nurtured many key relationships in this local community that have allowed us to advance the mission of our organization. We stay very connected with our funders - foundations, United Way, civic organizations such as Rotary, businesses, local government - in order for everyone to be knowledgeable and well informed about our programs and impact in the communities.

Our strategic relationships with other service providers in the community are essential to our ability to fulfill our mission of self-sufficiency. If we cannot fulfill a need that our client has, we refer/advocate for our client with other agencies. The Care Center is a founding, and active member of the Greater Nashua Continuum of Care, whose membership includes over 30 nonprofit and government agencies. This group meets monthly to discuss the issues the community is facing and how we can all provide the best, unduplicated services with the greatest impact.



Our Community Partners

Greater Nashua Dental
Connection
Adult Learning Center
Nashua Soup Kitchen & Shelter
Corpus Christi
Bridges
Keystone Hall
Marguerite's Place
Nashua Community College
Anne Marie House
Care Net Pregnancy Center
Southern NH Services
The Salvation Army
Harbor Homes
Nashua Area Health Center
Greater Nashua Mental
Health Center
Family Resource Center
Prevention Makes Cents
City of Nashua
United Way
Catholic Charities
Bureau of Homeless & Housing
Services



Investing our time, effort, and resources to improve the quality of life for all who live in our communities is a focus for the Care Center. Everyone deserves a place to call home, and the Care Center is dedicated to making sure that happens.



Contributors

Please accept the Care Center's sincere thanks to 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.

AGR Foodmart, Inc.	Creative Cakes by Debby
Mr. and Mrs. Dave Almeda	Crowne Plaza Orlando Universal
Allstate Foundation	D.A. Crowley & Associates
Amherst Junior Women's Club	Dartmouth-Hitchcock
Ann DeNicola Foundation	Mr. & Mrs. Jeff Davis
Anrik Irrigation	Ms. Marilyn Day-Lewis
Apple Therapy Services	Mr. and Mrs. Dan J. DellaCamera
BAE Systems	Mr. & Mrs. Robert Demers
Bartlett Management, Inc.	Mr. Roger Duhamel
Bausch Articulating Papers	Mr. and Mrs. Joseph Dunne
Ms. Sue Beaubien	Eaton & Berube Insurance
BECFI	Edward Jones Investments
Ms. Eileen Beckhardt and Mr. Ben Freedman	Ella Anderson Trust
Beckonings	Mr. and Mrs. David Elliott
Bellwether Community Credit Union	Mrs. Cornelia Eschborn and Mr. Jens Peter Dybwad
Mr. and Mrs. Marc Berube	FDR Center for P&O, Inc.
Bigelow Chiropractic Center	First Colebrook Bank
Mr. and Mrs. Richard Binder	Mr. and Mrs. Burns Fisher
Bishop's Charitable Assistance Fund	Mr. and Mrs. Christopher Fitzgerald
Mr. John Bizios	Fletchers Appliance
Mr. and Mrs. Jeffery Bond	Flynn Construction Corp.
Mr. and Mrs. Thomas Boucher	Fody's Great American Tavern
Dr. and Mrs. Daniel Bouvier	Mr. and Mrs. Randy Forgaard
Broadway Association, Inc.	Mr. and Mrs. Robert Frasca
Mr. and Mrs. Dean Brown	G.M. Roth Design Remodeling
Mr. and Ms. Stephen Brown	Mr. and Mrs. Kevin Gagnon
Mr. and Mrs. James Burgoyne	Gap Foundation Money For Time Program
Mr. and Mrs. Brian Cahill	Golf Management, LLC
Cardin Jewellers	Mr. and Mrs. Michael Gonzales
Mr. Al Carey	Mr. Leo Gould
Mr. and Mrs. John Carlise	Greenhouse Café Catering
Mr. and Mrs. John Carter	Mr. John Griffith
Mr. and Mrs. Anthony Caruso	Hampshire Hills Sports & Fitness Club
Celebrations Distinctive Catering	Hannaford Nashua
Ms. Karen Chaput	Hannoush Jewelers
Mr. and Mrs. John Chase	Mr. Walter Harkness
Checker's Restaurant, Alverine HS	Harvard Pilgrim Health Care Foundation
Christian Party Rental	Mr. and Mrs. Robert Hayes
Mr. and Ms. David Christiansen	Mr. and Mrs. James Healy
Church of The Good Shepherd	Mr. David Heath
Church World Service	Ms. Maureen Heedles
Citizens Bank	Mr. and Mrs. John Hennessy
City Of Nashua	Hillsborough County
Cityside Management	Hollis Brookline Rotary Club
Mr. and Mrs. Warren Clark	Mr. and Mrs. Jerry Hopkins
Mr. Peter Collins	HP Employee Charitable Giving Program
Collins Flowers	Hunt Community
Community Action Program	Ideal Concrete Block
Mr. and Mrs. Jay Connor	Immaculate Conception Parish
Mr. and Mrs. Larry Constant	Impact Science & Technology, Inc.
Dr. and Mrs. Mark Constantian	Interstate Metal & Alloy, LLC
Mr. and Mrs. William Conway	Mr. and Mrs. Thomas James
Conway Arena	Mr. Ken Jeffries & Ms. Jackie Baker
Ms. Darlene Cote	Kal Vin Construction
Mr. and Ms. Dick Coughlin	Ms. Dana Keegan
Mr. Matthew Coyle	

Changing Lives . . . One Family at a Time

Contributors

King David Coffee Roasters
Mr. and Mrs. Mark Knights
Dr. and Mrs. Norm Kossayda
Kripalu Center for Yoga & Health
Mr. and Mrs. Gary Lambert
Mr. Arthur Langley
Mr. Dan Lauria
Mr. and Mrs. Brian Law
Law Warehouses, Inc
Mr. and Mrs. Andy Lee
Mr. and Mrs. Richard Lovering
Mr. and Mrs. Michael Lozeau
Mr. and Mrs. Bernard Madeira
Mr. and Mrs. Michael Martinez
Masi Plumbing & Heating
Mr. and Mrs. Ray Masson
Matchbox Group
Mr. Tom McCartney
Ms. Lynn McCartney
Mr. and Mrs. William McIntyre
Mr. and Mrs. Dennis McMann
McNulty & Foley Catering
Meat House Bedford
Melanson Heath & Company, P.C.
Merrimack County Savings Bank
MT's Local Kitchen/Surf/Buckley's
Microsoft Matching Gifts Program
Millipore Matching Gifts Program
Morin's Landscaping
Mr. and Mrs. Paul Murphy
Nashua Athletic Club
Nashua Country Club
Nashua Presbyterian Church
Mr. and Mrs. Scott Needham
New Hampshire Fisher Cats
New Hampshire Orthopaedic Center
Rev. and Mrs. Robert Odierna
P. M. McKay Group
Mr. and Mrs. Tim Paige
Pampered Chef
Pat Clancey Real Estate
Pennichuck Water
People's United Bank
People's United Community Foundation
Mr. and Mrs. Kevin Perkins
Persian Rug Galleries
Mr. and Mrs. Mark Piekarski
Pine State Beverage Company
Mrs. Carrie Poole
Mr. Earl Prolman
Mr. Lucas Rameaka
Rapid Sheet Metal, Inc.
RBC Wealth Management
Right Networks, LLC
RiverStone Resources, LLC
Rivier College
Rotary Club of Nashua
Rotary Club of Nashua West

Saffron Bistro
SAS Management Consultants
Scenic Landscape Services
Mr. and Mrs. Jack Schroeder
Schroeder Construction Management, Inc.
Scotsas Fine Jewelry
Seaboard International Forest Products, LLC
Mr. and Mrs. Jeffrey Shanahan
Mr. and Mrs. Rob Shaw
SNHS Management Corp.
Sodexo - St. Joseph Hospital
Southwest Airlines
Mr. Charles Squillante
St. John Neumann Church
St. Joseph's Hospital
Mrs. Priscilla St. Laurent
St. Mary's Bank
Mr. James Steiner and Ms. Audrey Augun
Sterling Golf Management
Stonebridge Country Club
Mr. and Mrs. Robert Streed
Swan Chocolates
T.J. McCartney, Inc.
Mr. & Mrs. Michael Tabacsko
TD Charitable Foundation
Mr. G. Frank Teas
Ms. Denise Thompson
Tio Juan's Margaritas Mexican Restaurant
The Common Man of Merrimack
The Cozy Tea Cart
The First Church, UCC
The Lawn Dawg
The Nashua Bank
The River Card Room
Town of Hudson
Town of Merrimack
Triangle Credit Union
Two Chefs Are Better Than One Catering
United Way of Merrimack County
Walt Disney World
Mrs. Sarah Ward
Mr. Harry Ward
Mr. and Mrs. Peter Webb
Ms. Cathy Wennerth
Mr. Bill Werner and Ms. Christina Diorio
Ms. Amy Wheeler
Winer and Bennett, LLP
Wingate's Pharmacy
Winn Gingras Financial Group
Mr. and Mrs. Michael Woessner
Ms. Beth Worker
Mr. and Mrs. William Wright
Mr. and Ms. Tim Yeaton
You You Japanese Bistro
Mr. and Mrs. John Ziemba
Zulu Nyala Group



The Care Center works diligently to aid in the prevention of homelessness in the community and to promote affordable, safe, and stable housing. This is accomplished through:

- ~ Our Transitional Housing Program, which provides a structured program that includes housing for homeless single women and their children
- ~ Financial assistance with eviction and utility shut offs through our Prevention & Intervention of Homelessness Program
- ~ Interest free security deposit loan program through our Prevention & Intervention of Homelessness Program

Transitional Housing Program - Phase III Opens



Pictured above is the Ribbon Cutting Ceremony for our newest affordable housing property at 128 Amherst Street, Nashua, which was held in May. Mayor Lozeau is cutting the ribbon as CEO Maryse Wirbal, residents Tara and Keira McKenzie, and various guests and Board members look on.

A long-term goal of the Care Center has been to institute Phase III of our Transitional Housing Program, which was designed to provide housing of a more permanent nature for the graduates of our program. This became a reality in May of 2011. The Care Center was the recipient of Neighborhood Stabilization Stimulus Funding, in partnership with the City of Nashua, which allowed us to purchase a two-family piece of property on Amherst Street in Nashua. The property was very nicely renovated, and we now have two clients and their children residing in Phase III. These clients will continue to meet with a case manager monthly and have access to supportive services as needed.



Our vision for the future is to continue with our commitment to positively impact our community by providing services to those who have suffered some type of crisis in their lives to bring them back to self-sufficiency. We will remain firmly committed to ending homelessness in this community.

A significant investment in the Agency's future was made this past year during our strategic planning process, which occurs every three years. It was decided through consensus to create and unveil a new branding concept and name in conjunction with our 25th Anniversary celebration in January 2012. The Care Center has been a safety net for just about 25 years and has earned its outstanding reputation because of its successful outcomes. However, we listened to our stakeholders and feel that in order for us to grow and have the ability to serve more families in need, we must move forward with this concept. It was only through the rigorous, unique strategic planning process that we are able with confidence to move forward in this direction.

The Nashua Pastoral Care Center thrives on its reputation, ability to collaborate, financial diversity, board of directors, and staff. It is because of our governance and leadership that we were approached to collaborate on four various large projects this past year alone:

- ~ Early Head Start Program with Southern NH Services
- ~ Successful grant proposal submitted with Bridges
- ~ Affordable housing stimulus funding project with the City of Nashua
- ~ Joint proposal submitted with Harbor Homes for Neighborhood Stabilization Phase III funds for low-income housing

Over 80 percent of our board members serve a second term, and we have low staff turnover. We are a team in our office and in the community, never forgetting our mission and purpose.

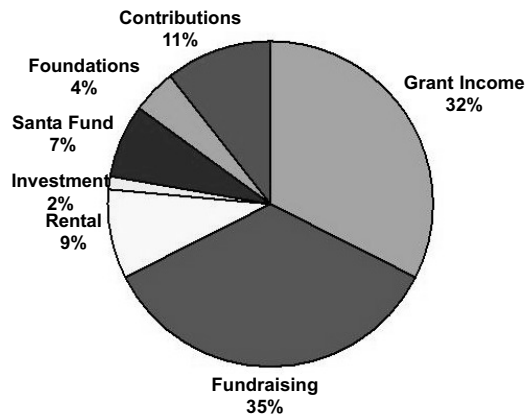
Together, we change lives . . . one family at a time.

We look to our past and reflect upon all that the Care Center has accomplished and look forward to the future with great enthusiasm as we launch our new brand and embrace the challenges that will bring.



Financial Statements

Total Revenue

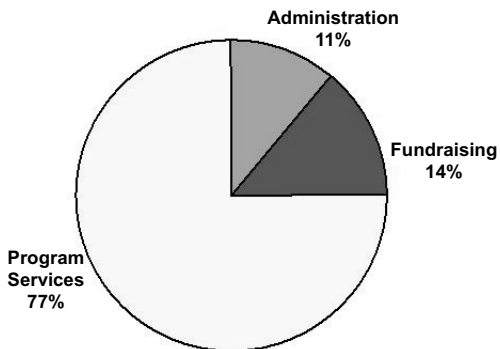


REVENUE

Grant Income	\$ 253,177
Fundraising	274,378
Investment Income	11,914
Unrealized Gain on Investments	68,557
Rental income	68,662
Religious Donations	44,570
Individual Donations	23,905
Foundation Donations	34,225
Santa Fund Income	55,650
Corporate Donations	7,040
Miscellaneous Income	1,774
Civic Donations	5,735
In-Kind Donation Interest	<u>81,038</u>

TOTAL REVENUE \$ 937,851

Total Expenses



EXPENSES

Administration	\$ 102,252
Fundraising	124,741
Program Services:	
Transitional Housing	414,069
Direct Services	267,859

TOTAL EXPENSES \$ 908,921

Change in Net Assets (28,930)

Financial Statements

ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$ 175,828
Endowment cash	1,604
Endowment marketable securities	442,587
Promises to give	72,519
Endowment promises to give	13,960
Client receivables - HHARLF, HSGP, RLF	167,471
State receivables	1,708
Other client receivables	915
Miscellaneous receivables	1,434
Prepaid expenses	<u>2,367</u>
TOTAL CURRENT ASSETS	880,393

PROPERTY & EQUIPMENT

Land, building & improvement	1,397,118
Leasehold Improvements	52,691
Equipment & Furniture	<u>68,910</u>
	1,518,719
Less accumulated depreciation	(487,879)
TOTAL PROPERTY & EQUIPMENT	1,030,840

OTHER ASSETS

Investment in Evolution Sports Rivals, LLC	22,227
Cash escrow	<u>35,121</u>
TOTAL OTHER ASSETS	57,343

TOTAL ASSETS **\$ 1,968,576**

LIABILITIES & NET ASSETS

Current liabilities

Notes payable, current portion	3,344
Accounts payable	15,199
Security deposits	5,130
Deferred revenue	8,333
HHARLF & HSGP vouchers outstanding	<u>212,173</u>
	244,179

NOTES PAYABLE, NET OF CURRENT PORTION 1,318,090

NET ASSETS

Unrestricted	69,540
Temporarily restricted	50,818
Permanently restricted	<u>285,949</u>
	<u>406,307</u>

TOTAL LIABILITIES & NET ASSETS **\$ 1,968,576**



The Year in Review

A New Brand . . .



Successful strategic planning process began in August of 2010 with the formal plan adopted in May 2011. Rebranding the organization was given top priority. Nashua Pastoral Care Center transitions into **The Front Door Agency** in January 2012

Successful Fundraising Events . . .



Penny Pickers



Gourmet Festival



Golf Tournament

Phase III of Transitional Housing Opens . . .



Our new 2-unit property at 128 Amherst Street

Continuing the Investment - How You Can Help

Become involved
Volunteer
Sponsor an Event
Attend an Event
Penny Pick
Donate to Endowment
Planned Giving

Join The Friends of the
Front Door
Join a Committee
Adopt a Family at Christmas
Share Special Talents
Hold a Food Drive
Donate Gas Card

Changing Lives . . . One Family at a Time

Executive Committee

Mr. Robert Shaw President
Texas Instruments

Mrs. Cynthia Woessner President Elect
BAE Systems

Mr. Thomas Boucher Vice President
The Nashua Bank

Mr. Michael Gonzales Secretary
Citizens Bank

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

Michael Martinez Immediate Past President
Cityside Managment

Maryse Wirbal Chief Executive Officer

Members

Mrs. Erin Almeda	Concord Hospital
Ms. Sue Beaubien	Bellwether Community Credit Union
Mrs. Lesley Bouvier	Hollis Resident
Mrs. Judy Brown	Nashua Resident
Mrs. Karen Carlisle	Crowne Plaza Hotel
Mrs. Deb Christiansen	Hayes Handpiece of NNE. LLC
Mr. Peter Collins	Collins Flowers
Mr. Robert Hayes	St. Joseph Hospital
Dr. Ronald Kraus	Bausch Articulating Papers
Mrs. Lori Lambert	Weisman, Tessier, Lambert & Halloran
Mrs. Judith Masson	Cirtronics Corporation
Mrs. Beth Needham	Eaton & Berube Insurance
Mrs. Carrie Poole	TD Bank
Attorney Kelly Shanahan	Flegal Law Office
Ms. Denise Thompson	Sovereign Bank
Ms. Amy Wheeler	First Colebrook Bank
Mrs. Susan Yeaton	Stonebridge Country Club
Mr. John Ziemba	Triangle Credit Union

Incoming Members: Mike Bonacorsi, Jed Anderson, Brad Croteau, John Chase, Jessica Ackerman



2011 Corporate Partners

Gold

Silver

BAE SYSTEMS



Silver



2011 Media Partners



Our mission is to offer support and provide services to assist individuals and families transition from crisis to self-sufficiency



Nashua Pastoral Care Center

7 Concord Street, Nashua, NH 03064
Phone: 603 886-2866 Fax: 603 886-9214

