



2013 Annual Report



Letter from the Board President

On behalf of the board of directors and staff, I am pleased to report that this past year was marked by many success stories for the Front Door Agency. We started the year with a new name that has quickly become a household phrase. We also acquired a six-unit apartment building off Shattuck Street in Nashua. This facility has become home to families who have successfully progressed through our transitional housing program, as well as to families fleeing domestic violence who come to us through our partnership with Bridges.



Tom Boucher

In December our CEO, Maryse Wirbal, was named one of the Next 20 business leaders of Nashua by the Nashua Telegraph. I had the privilege of working by Maryse's side this past year and know firsthand that her innovative mindset and forward thinking has been instrumental in the success of this agency. She epitomizes leading by example.

Looking to our financials, this past year was a strong one for the agency despite a continued slow economy. Our three signature fundraising events (Penny Pickers, Gourmet Festival & Golf Tournament) all exceeded budget in funds raised, with the Gourmet Festival leading the way. A "sell out" for the first time in our history, the Gourmet Festival culminated with the establishment of the Dr. Ronald Kraus Memorial Educational Fund. I invite you to learn more about it on Page 4.

Our long-term success is due in large part to commitment from the community, especially from our corporate partners. We are fortunate to have the support of our Gold Partner, Cityside Management; our Silver Partners, BAE Systems and The Nashua Bank; our Bronze Partners, Bellwether Community Credit Union, Triangle Credit Union and Mesh; and our Media Partners, The Telegraph, Frank 106.3 FM and WMUR TV9.

While we continue to face municipal and state funding cutbacks, our success over the past year provides a strong foundation to meet these challenges going forward. If you are reading this report for the first time, I encourage you to become involved with our organization by volunteering, donating, attending special events, or becoming a board member. If you are currently a friend of the agency, thank you. Your support is greatly appreciated.

Sincerely,

A handwritten signature in dark ink that reads "Th N. Boucher". The signature is fluid and cursive, with the first letters of the first and last names being capitalized.

Thomas N. Boucher, Board President

Letter from the CEO

This past year was an exciting time for the Front Door Agency. We began the year with a new dimension to our existing housing program with the purchase of a six-unit property known as Shattuck Place. This acquisition made it possible to add permanent, affordable housing to our existing portfolio in order to continue to provide housing options to those in need.

While the Front Door Agency assists families on the path to self-sufficiency, *how* we help families take that path has evolved. With the infusion of more sophisticated case management tools, we can now motivate our families even further, helping them achieve greater independence through a team approach.

Upon completion of our inaugural year offering mental health services, our licensed mental health counselor left the agency to pursue a wonderful opportunity. We decided to re-structure the program, hiring a part-time licensed therapist who offers this critical service to the families in our Transitional Housing Program.

Our public/private partnerships have been instrumental to our continued growth and success. This past year the Law Families and Law Warehouse were incredibly generous and surprised us all by matching funds raised during Fund-A-Need at the Gourmet Festival. This contribution, along with a very generous lead gift of \$10,000 made by Rob and Kim Shaw, helped raise over \$100,000 to support the creation of the Dr. Ronald Kraus Memorial Education Fund. Creating this fund was extremely important to me as Ron was a dear friend and mentor to me and the Agency. I am honored to continue his legacy through this fund.

We ended the year with a challenge as our Norwell Transitional Housing Phase I site was subjected to a sewage leak causing significant damage to over 80 percent of the first floor. Although insurance did cover the majority of costs, the community responded to make up the shortfall and helped us make the necessary renovations. Today it's once again a place the residents are proud to call home.

I was very humbled to have been acknowledged by the Telegraph as one of the 20 emerging leaders in our community. I am only able to do what I do because of my dedicated staff, volunteers and Board of Directors, and this acknowledgement is certainly a testament to their hard work and success. On behalf of everyone at the Front Door Agency, thank you for your support.



Maryse Wirbal

A handwritten signature in black ink that reads "Maryse Wirbal". The script is fluid and cursive, with a large, stylized 'M' and 'W'.

Maryse Wirbal, CEO

Prevention & Intervention of Homelessness

Transitional Housing

Crisis Advocacy & Resource Education

The Front Door Agency's mission is to offer support and provide services to assist individuals and families transition from crisis to self-sufficiency. This begins with a home, together with supportive services, life skills, education and job training.

Prevention & Intervention of Homelessness

The most economical and humane strategy for addressing homelessness for those at imminent risk is to prevent it in the first place. Providing one-time or short-term rent or mortgage subsidies, legal assistance, and housing placement services are critical in order to reduce the high cost of providing services and to eliminate disruption that results when people become homeless.

Permanent Affordable Housing

The purchase of a six-unit property known as Shattuck Place in June 2012 allowed the agency to diversify its housing portfolio and offer permanent, affordable housing opportunities to families in need.

Transitional Housing Program

The Front Door provides single mothers and children facing homelessness with quality, affordable housing options and comprehensive services. This unique three -phase program emphasizes life skills and education as the key to becoming an independent, contributing member of society.

Our impact in the



- 333 Individuals avoided homelessness.
- 82 Individuals took part in a comprehensive Transitional Housing Program.
- 187 Individuals transitioned to permanent housing with security deposit loans.

Financial
Literacy

Permanent
Affordable
Housing

Mental Health
Counseling

“Permanent, Positive Change”

Crisis Advocacy & Resource Education (CARE) Program

Families often just need a one-time support in order to maintain the pathway to self-sufficiency. It might be a place to turn when transportation becomes a barrier or medical expenses become overwhelming...a place where Christmas wishes can come true. **In 2012, 483 families (1,659 individuals) received gifts, clothing and a wonderful meal for Christmas.**

Financial Literacy Program

The Agency achieved its goal in 2013 to introduce a new session in Spanish, adding to the one already offered in English. This is a free, 5-week course on basic personal financial management, offered in partnership with the Family Resource Center of Greater Nashua at the Boys and Girls Club.

Mental Health Counseling

We continue to offer on-site professional mental health services for our clients in Transitional Housing. This is an important component for many to help address recurring problems that may stand in the way of achieving self-sufficiency.

Greater Nashua community

- 236 Individuals received assistance with prescriptions, transportation and dental services.
- 24 Individuals completed the Financial Literacy Program.
- 51 Individuals received a total of 483 units of counseling in our inaugural year.



Initiatives and Achievements

EXPANSION OF OUR VOLUNTEER PROGRAM

- The Front Door Agency was one of only 10 non-profits in the state selected to participate in the "High Impact Volunteer Engagement Program" offered by the NH Center for Non-Profits and NH Charitable Foundation's The Corporate Fund. With this initiative, we are training more volunteers to provide ongoing reception support, freeing up our staff for other critical tasks.

FINANCIAL LITERACY NOW OFFERED IN SPANISH AND ENGLISH

- In response to community needs, the Front Door introduced a 5-week Financial Literacy Program in Spanish, while also continuing to offer an English session. This free program, which focuses on basic financial skills, is open to the entire community.

RECOGNITION OF CEO



CEO Maryse Wirbal was recognized by the *Telegraph* as one of the Next 20 Leaders of Nashua. She was singled out for leadership and passion for helping those in need in the Greater Nashua area.

RECOGNITION OF PROGRAM GRADUATE



The *Telegraph* also recognized Cecilia Ulibarri, a graduate of our Transitional Housing Program, as one of 25 Extraordinary Women. Cecilia co-founded a successful non-profit, *Positive Street Art*.



Among our many dedicated volunteers are Chris Hugo (left) who provides ongoing reception support and Maureen Daniels (right) of Customer Engineering Services who gives her time and expertise to our Financial Literacy Program.



Fund Raises \$100,000 for Education

The Front Door Agency was pleased to launch the Dr. Ronald Kraus Memorial Educational Fund in February 2013, in honor of Ron's lifelong commitment to education, particularly for those we serve.

The Fund received a significant boost at the Gourmet Festival when longtime supporters Brian and Lisa Law and the Law Companies stepped forward to match "dollar for dollar" all donations given in Kraus' memory.

Thanks to their generosity and an overwhelming response from those in attendance, a total of \$100,000 was raised that evening. The funds will provide much-needed assistance for case management, tuition, books, childcare, transportation and other education-related expenses. We invite you to learn more at www.frontdooragency.org.



Dr. Ronald Kraus

Educational Highlights FY 2013

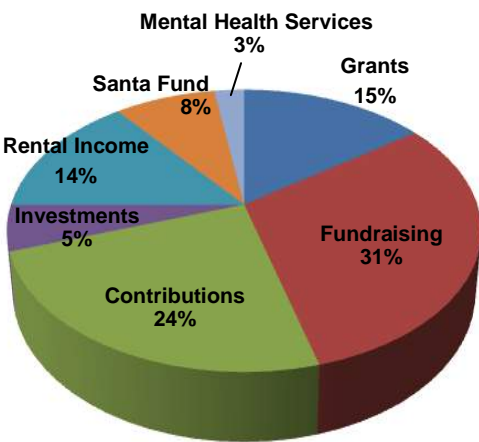


- Nicole, a single mother of three in our Transitional Housing program, earned a bachelor's degree in criminal justice from Rivier University.
- Amy, who came into the Transitional Housing Program without a high school diploma, earned her GED and currently has a 4.0 GPA at Nashua Community College.
- Jessica is an honor student in marketing at Nashua Community College.
- Jennifer earned her GED, became certified in medical billing and coding at John Mason Institute, secured full-time employment and found permanent housing.
- Jamie earned certification in medical billing and coding at John Mason Institute, secured full-time employment and permanent housing.
- Maria finished her certification as a veterinary technician and became employed full time.

Year in Review

REVENUE

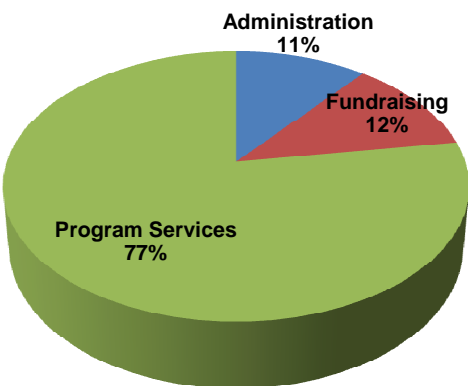
Total Revenue



Grant Income	\$151,649
Fundraising	307,942
Less cost of	(16,684)
Direct Benefit to Donor	
Contributions	241,158
Investment Income	52,580
Rental Income	144,255
Santa Fund income	82,710
Mental health services	24,579
Miscellaneous income	4,277
In kind donations	99,283
Cancellation of debt	53,984

TOTAL REVENUE **\$ 1,145,733**

Total Expenses



EXPENSES

Administration	101,626
Fundraising	108,737
Program Services:	
Transitional Housing	479,655
Direct Services	241,794
Mental Health	70,525
TOTAL EXPENSES	1,002,337
Increase in Net Assets	143, 396
NET ASSETS, Start of Year	359,946
NET ASSETS, End of Year	503,342

ASSETS

CURRENT ASSETS

Operating cash & cash equivalents	\$ 290,648
Endowment cash	2,636
Endowment marketable securities	483,713
Promises to give	21,234
Endowment promises to give	7,203
Client receivables—HHARLF, HSGP, RLF	136,978
Other client receivables	553
Miscellaneous receivables	5,566
TOTAL CURRENT ASSETS	948,531

PROPERTY & EQUIPMENT

Land, building & improvements	1,905,333
Leasehold improvements	55,486
Equipment & furniture	60,034
TOTAL PROPERTY & EQUIPMENT	2,020,853
Less accumulated depreciation	(589,024)
	1,431,829
Other assets—cash restricted	35,466
TOTAL ASSETS	2,415,826

LIABILITIES & NET ASSETS

CURRENT LIABILITIES

Notes payable, current portion	6,082
Accounts payable	5,294
Security deposits	9,066
Deferred revenue	11,967
HHARLF & HSGP vouchers outstanding	171,805
	204,214
NOTES PAYABLE, net of current portion	1,708,270

NET ASSETS


Unrestricted	131,475
Temporarily restricted	77,002
Permanently restricted	294,865
	503,342
TOTAL LIABILITIES & NET ASSETS	2,415,826




T r a n s f o r

“If it was not for the Front Door Agency, I don’t know where me and my son would be today. They are giving me the tools I need to move forward and to have hope.” - Kaylee

Highlights



The Front Door served more than 2,600 people in the Greater Nashua area last year.



84% of residents transitioning from homelessness to permanent housing with the assistance of security deposit loans remained successfully housed a year later.

A photograph of a woman with dark hair, seen from the side, holding a young child. The child is smiling and looking up, wearing a dark blue jacket with white stripes on the sleeves. They are standing in front of a red brick wall with white window shutters. Green foliage is visible at the top and left edges of the frame.

ming Lives

from FY 2013

85% of those exiting our Transitional Housing Program left with skills to live more independently and increased their income from time of entry.

Six families are actively saving for post-secondary education through the Individual Development Account Program which matches savings 3 to 1, up to \$2,000.



On Her Way to Self-Sufficiency

Three years ago, after a series of what she calls, “very poor choices,” Nicole and her three children were homeless. “We had no place to go, and I could not support my family.”

Then Nicole found The Front Door’s Transitional Housing Program. With the help of her case manager, Nicole enrolled in Rivier University’s Criminal Justice program and earned her bachelor’s degree in May 2013. That degree helped her to land a job as a legal assistant.

“This journey has not been easy, but all of the hard work has been worth it,” says Nicole. “We now live in one of the Program’s Phase III apartments, and it feels great having a place to call home. I know that anything is possible!”



A Future Secured

Heather was a 22-year-old single mother who had ‘hit bottom’ when she first arrived at the Front Door Agency about 10 years ago. “I needed to stop the insanity in my life...and start over,” she says now.

While she was in the Transitional Housing program, Heather took advantage of parenting classes, enrolled at New Hampshire Technical Institute, and secured a part-time job.

“The [staff] offered all the tools I needed to be successful. It was my job to use those tools and start rebuilding my life.”

Today, Heather owns her own home, works full time at Harbor Homes, and is a licensed real estate broker. “I never would have imagined this life for myself 10 years ago” she says.



Words of Thanks

Thank you very much for all of your hard work in helping us with our electric bill. You went above and beyond not only to help us pay off what we owed, but to give us a fresh new start. Thank you from the bottom of my heart! — Jennifer

To Our Christmas Angel:

I am a single Mom who works full time and am struggling to make ends meet. It means so much to me that, with your help, I was able to give my girls a wonderful holiday. Thank you for your kindness and generosity. — Katie



A Life Back on Track

After 20 years as a teacher in southern New Hampshire, Grace was living and working in Kentucky. She only moved back to the area to help out a sister who was struggling financially.

"Job security and financial security had never been an issue for me," she says. But after two years of job hunting, with only occasional work as a substitute teacher, Grace had depleted her savings and was facing eviction.

"When I met with Glenny, I can honestly say that it was the lowest point in my life." The Front Door was able to provide rental assistance and refer Grace to a non-profit job site.

Today, she works for the Workplace Success Career Center in Nashua, helping single parents re-enter the workplace. "I am forever grateful to the [Agency] for financial assistance but more so for the compassion Glenny showed me that helped me get my life back on track."



How You Can Help



The work of the Front Door Agency is only possible with the support of many friends and partners. We are funded through a combination of grants, personal donations, corporate partnerships and special fundraising events. Donors and volunteers play an integral part in helping us to meet our mission.

Ways to Give

- Give to our Annual Fund.
- Participate in our Special Events.
- Adopt a child for the holidays.
- Make a contribution in lieu of accepting gifts on a birthday or other special occasion.
- Honor a loved one with a memorial gift in his/her name.
- Have your gift matched by your company.
- Remember the Front Door Agency in your Estate Planning.
- Give the gift of stock.
- Donate in-kind gifts of personal hygiene products, cleaning supplies, gas cards, and food certificates.

Lend a Hand

- Participate in our special events.
- Coordinate a monthly birthday party for our transitional housing resident children.
- Coordinate seasonal parties for our residents.
- Assist with holiday shopping.
- Assist with child care.
- Help with general office support.
- Help with painting and general maintenance of our properties.
- Be an ambassador for the Front Door Agency and share the great work we do!

Our 25th Annual Gourmet Festival was a sell-out event, raising a record \$200,000. Half of the money raised was from an extraordinary response to our Fund-a-Need appeal dedicated to establishing the Dr. Ronald J. Kraus Memorial Educational Fund.



The golf tournament at the Nashua Country Club drew 100 golfers under rainy June skies and raised \$25,000 to continue our vital work.

Hundreds of volunteers from the community participated in Penny Pickers, our most unique fundraising event. These volunteers gave their time to collect spare change in Nashua area neighborhoods and at retail establishments. In Fall 2012, nearly \$39,000 was raised to support our programs.



Thank you to our donors

We would like to sincerely thank all of our donors, partners, and volunteers. The following individuals and organizations have supported the Front Door Agency during the past year at a level of \$500 and above. We strive for accuracy, but if you were inadvertently omitted from this list, please accept our apologies.

Mr. and Mrs. Nicholas Ackerman	Ms. Karen Burnell
Ms. Lee Allison	Mr. and Mrs. Brian Cahill
Mr. and Mrs. Dave Almeda	Mr. and Mrs. John Carlisle
Amherst Junior Women's Club	Mr. John Carter
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Thank you to our donors

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2012-2013

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Welcome to new Board Members for 2014: Karin Duchesne, Nicholas Frasca, Kip Jackson, and Linda Lafleur.

Thank you to our 2013 Corporate Partners.

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With special acknowledgement to:

