

*2014*

# Annual Report

## Letter from the Board President



**Michael Gonzales**

The primary mission of the Front Door Agency is to transform the lives of our clients by instilling positive tools that allow them to become self-sufficient and create better lives for themselves and their families. In order to remain effective in our mission, we need to consistently implement change to our programs, services and strategies. This past year saw us faced with many challenges that required us to be nimble and open to change in order to continue driving our programs forward and effecting positive change.

With the ultimate goal of hosting two major fundraising drives, the board and staff elected to eliminate the golf tournament, a fundraising staple for the agency for the past 24 years. Thanks to the efforts of the board and staff, we focused our time and resources on the Gourmet Festival & Auction, which proved to be another giant success and exceeded budget. In May, we partnered with the Souhegan Valley Rotary Club to host a Kentucky Derby Party that surpassed all of our expectations. Finally, we started formulating a strategy for a revised Penny Pickers Drive with the goal of re-energizing the campaign for continued success.

It was a pleasure to renew our alliance this year with many of our corporate partners who are vital to the continued viability of the agency. We were blessed to have the continued support of so many in the community including our Gold Partner, Cityside Management Corporation and our Bronze Partners: Triangle Credit Union, Lowell Five and Bellwether Community Credit Union.

In June, Director of Development Carol Connor announced her intention to retire from the Front Door Agency. Carol had been a dedicated employee and ardent supporter of the agency for over a decade and was a key factor in driving the agency's strategies and contributed to so many successes. I would like to personally thank Carol for her years of dedication and support to the agency; her contributions will certainly be missed.

As my tenure as Board President comes to an end, I am more confident than ever in the direction of the agency. While we will continue to face many challenges in the months and years to come, the changes we have made will serve us well into the future and allow us to continue providing the much needed programs and services we offer. In closing, I would like to personally thank every volunteer, donor and sponsor that has supported us over the past year. We would not be a successful organization without your continued support. Thank you; we are extremely grateful for your dedication and belief in our mission.

A stylized, handwritten signature in dark ink, likely belonging to Michael Gonzales, the Board President.

## Letter from the CEO

As I reflect on this past fiscal year, I am enamored with the wonderful relationships



we continue to grow and foster that ultimately support us in helping families transition from crisis to self-sufficiency. Our mission remains critical, our services relevant and strong and I wish to thank our many supporters, partners, stakeholders, contributors, volunteers, clients, staff and friends for helping us in various important ways this past year.

### **Maryse Wirbal**

This past year we granted our first scholarships through the Dr. Ronald Kraus Scholarship Fund to two well-deserving young mothers who have embraced our program philosophy; have put in the hard work necessary; and are now near completion of their educational goals and working towards full self-sufficiency. These two women overcame trauma and financial hardship and are beating the odds! In addition, we currently have 20 other young mothers who have made the commitment to work towards independence through education.

We were successful in securing a grant to assist us in developing better data collection methods which in return has helped us to improve our outcome measurements. With the infusion of this sophisticated data collection system, it has helped us to create better case management plans with our clients and families.

Carol Connor, a long-time employee for the Agency, left a void at the Agency when she retired in July. Carol served as the Director of Development & Public Relations, but certainly was more than that. Her commitment, dedication and strong work ethic is unparalleled. I am excited for her as she enters this new chapter in her life and know she is not too far away. It was certainly my pleasure to dedicate a suite at our Norwell Home transitional housing facility in her honor.

I can't thank our Board of Directors enough for their commitment to our mission. They are true ambassadors and with their help, our signature events were once again very successful and exceeded budgeted goals.

As I look into the next year, I am excited about implementing new strategies so we can better serve those in need. I am dedicated to streamlining procedures and providing better supportive services all in an effort to give a hand-up to those wanting to transform their lives. I look forward to your continued partnership as we take the path together in breaking the cycle of poverty and making a difference in our community.

Sincerely,

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

# Our Integrated Programs



## Our Mission

The Front Door Agency's mission is to offer support and provide services to assist individuals and families transition from crisis to self-sufficiency.

## Prevention & Intervention of Homelessness

Since the cost of serving those who become homeless is high, both financially and in terms of disruption to their lives, we focus on preventing homelessness in the first place. Many times a family has experienced a temporary setback and all they need is one touch to get back to independence. We provide one-time or short-term rent and mortgage subsidies and housing placement services for individuals and families in crisis.

## Permanent Affordable Housing

The purchase of a six-unit property known as Shattuck Place has 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 affordable housing options and comprehensive support services. This unique three-phase program emphasizes life skills and education as the key to becoming an independent, contributing member of the community.

# Improve Lives in the Community.

## **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 2013, 525 families (1,803 individuals) received gifts, clothing and grocery store vouchers for the holidays.**

## **Financial Literacy Program**

We now offer this five-week class free to the community twice each year — once in English and once in Spanish. This past year, 25 people graduated from the program, which is provided in partnership with the Family Resource Center of Greater Nashua at the Boys and Girls Club.

**With your help, we  
are bringing about  
permanent,  
positive change.**





## A Better Place to Call Home

*With community help, we were able to:*

- Replace the roof at the Norwell Home.
- Repair extensive damage from sewage back-up & bring much-needed updates to bathrooms, offices & common areas.



### Named Suites at Norwell Home Honor Supporters



Retiring Director of Development **Carol Connor** (left) was honored with a named suite for her outstanding contributions to the Agency during her 11-year-tenure. Board member **Rob Shaw** and his wife **Kim**, longtime and active supporters of our mission, also had a suite named for them.

## Transitional Housing

The Front Door Agency's Transitional Housing Program is designed for single mothers (ages 18 to 35). It provides a safe home for women and children along with comprehensive support services to address the root causes of homelessness.

Our Transitional Housing Program is a unique three-phase program with an emphasis on higher education. Each year, women graduate with certifications or degrees, along with valuable life skills to become independent, contributing members of our community.

### **Successful Outcomes**

**In fiscal year 2014, 85% of those exiting our Transitional Housing Program left with skills to live more independently and increased their income from time of entry.**



*When I first moved into Transitional Housing, I thought I shouldn't be accepting help. I now realize there is no way I could have achieved such progress on my own. Thank you to all of you who became my family when I needed you the most. (Jessie)*

# Transforming Lives

## Educational Highlights

*The single mothers in our Transitional Housing Program are required to work, volunteer or attend school a minimum of 30 hours per week as part of our comprehensive program. Many are doing all three!*

- Robin is a business and marketing major at Nashua Community College and lends her considerable graphic design skills to the Front Door Agency and other community groups.
- Ashley completed certification as a veterinary technician and a cat behaviorist and is working full-time at the Humane Society of Greater Nashua.
- Amanda was recently accepted into a competitive Dental Hygiene Program at Middlesex Community College and works two part-time jobs while attending school.
- Deirdre earned her high school diploma, has completed LNA training, and is hoping to work with children with developmental delays.

## Agency Awards First Ronald Kraus Memorial Scholarships



**Dr. Ronald Kraus**

The Front Door Agency was pleased to award the first ever scholarships from the Dr. Ronald Kraus Memorial Educational Fund at our 2014 Gourmet Festival. Ashley G. and Jahsen M., two deserving young mothers in Transitional Housing, received educational assistance — thanks to the Kraus family, the Law family, and to all those who have generously supported the fund since it was launched in Ron's memory in February 2013.

**To learn more, please visit  
[frontdooragency.org/programs/transitional-housing](http://frontdooragency.org/programs/transitional-housing)**





*D*eirdre is a young mother who came to the Agency's Transitional Housing Program without a high school diploma.

Determined to earn her diploma rather than her high school equivalency, she enrolled in the Nashua Adult and Community School, which she completed with support from the state's MY TURN program.

In her remarks as the featured speaker at graduation, Deirdre recounted some of the challenges she faced, including being placed on bed rest during her pregnancy while trying to complete her school work.

"We could have given up, we could have decided to quit, but we didn't," she told her fellow graduates.

*D*eirdre is currently volunteering at Gateways and the Adult Learning Center while working to become a licensed nursing assistant.



*A*manda faced a number of obstacles before she could achieve her dream to become a dental hygienist.

At 21, she already had a two-year-old daughter and was living at home with her own abusive mother. "I knew I had to start a new life on my own for the sake of my daughter," she says.

Amanda turned to the Front Door Agency's Transitional Housing Program.

She enrolled at Middlesex Community College, but found it challenging to get there with her old unreliable car. Finally, with a newer donated car, she was able to successfully complete her coursework—all while working two part-time jobs.

*A*manda was recently accepted into the competitive dental hygiene program at Middlesex Community College and works two part-time jobs.

# Providing Opportunities

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*David was evicted from his apartment after losing his job. When he first came to the Front Door, he was living in his car. He had finally found a new job but needed assistance with a security deposit loan for a new apartment. In addition, he wanted to pay back the rent he owed to his previous landlord.*

The Front Door's **Prevention and Intervention of Homelessness Program** seeks to address homelessness at its root cause. All clients meet one-on-one with our Director of Homelessness & Housing Services for assessment and referrals to other services if needed.


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*“gained some valuable knowledge and resources from this class. I learned how to make a spending and savings plan. Thank you for so many useful financial tools!”*


*— Financial Literacy Program Graduate*

The Front Door now offers a **Financial Literacy Program** in English and Spanish twice each year. The program is presented by financial experts from the region who volunteer their time.

## Highlights for all programs



The Front Door served more than 2,300 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 Brighter Holiday for Families in Need

In 2013, The Front Door Agency was able to provide gifts and warm clothing to 1,065 children in our community, thanks to the generosity of many individuals, organizations and businesses in Greater Nashua. Since 1994, The Front Door Agency has partnered with The Telegraph to administer its Santa Fund, bringing smiles and joy to more than 1,000 children each year.



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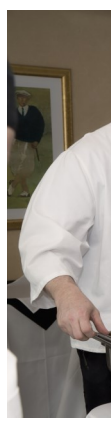
*Pedro is a veteran who is always willing to help others. When he needed extensive dental work, Medicaid paid for extracting his teeth but did not cover the cost of new dentures. Working with the Greater Nashua Dental Connection, Inc., the Agency was able to assist Pedro with the cost of his new dentures.*

The Agency's **Crisis Advocacy & Resource Education (CARE) Program** offers assistance to individuals and families who have suffered a crisis that temporarily upsets the balance of family life. It may include help with transportation, medical or dental expenses.

## from FY 2014

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

Nine families are actively saving for post-secondary education through the Individual Development Account Program which matches savings 8 to 1, up to \$500, for a total of \$4,500 with the match.



## How You Can Help

- Give to our Annual Fund.
- 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!



## Gourmet Festival 2014

Our 26th Annual Gourmet Festival was a sell-out event, raising close to \$130,000. This successful event is made possible through the continued generosity of the region's gourmet chefs and restaurants, along with many businesses and organizations that donate auction items and of course, our supportive guests!

## Penny Drive

Many dedicated volunteers (including our board members) give their time each year to collect spare change in Nashua area neighborhoods and at retail establishments. In Fall 2013, our 22nd Annual Penny Picker Campaign raised nearly \$39,000 to support our programs.

## Kentucky Derby

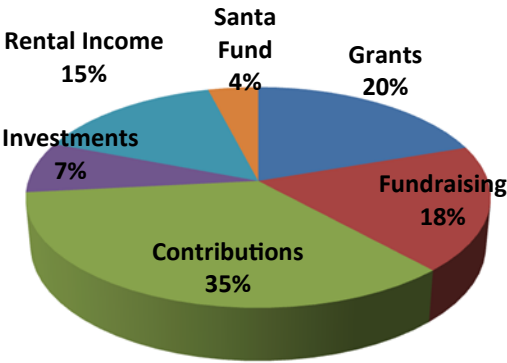
We were fortunate to partner for the first time with the Souhegan Valley Rotary Club on their highly successful Kentucky Derby Party at Boston Billiards. The event raised significant funds towards the Club's service efforts and allocated \$9,000 to the Front Door's programs.



# Year in Review

## REVENUE

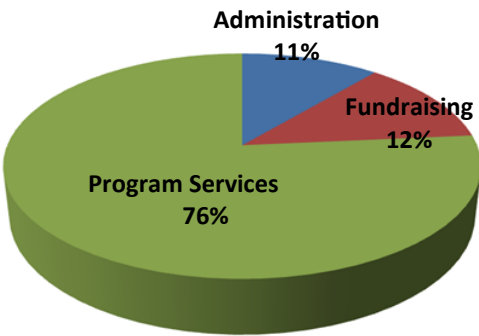
Total Revenue



Grant Income	\$200,839
Fundraising	191,930
Less cost of	(4,800)
Direct Benefit to Donor	
Contributions	260,786
Investment Income	76,173
Rental Income	153,663
Santa Fund income	40,845
Mental health services	1,789
Miscellaneous income	5,393
In kind donations	96,460
Cancellation of debt	53,984

**TOTAL REVENUE**      **\$ 1,077,062**

Total Expenses



## EXPENSES

Administration	110,327
Fundraising	122,197
Program Services:	
Transitional Housing	514,407
Direct Services	220,569
Mental Health	20,459
<b>TOTAL EXPENSES</b>	<b>987,959</b>
<b>Increase in Net Assets</b>	<b>89,103</b>
NET ASSETS, Start of Year	503,342
NET ASSETS, End of Year	592,445

## ASSETS

### CURRENT ASSETS

Operating cash & cash equivalents	\$313,694
Endowment marketable securities	545,813
Promises to give	27,312
Endowment promises to give	8,109
Client receivables—HHARLF, HSGP, RLF	130,334
Miscellaneous receivables—State of NH HSGP	9,338
Other current assets	2,665

<b>TOTAL CURRENT ASSETS</b>	<u>1,037,265</u>
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### PROPERTY & EQUIPMENT

Land, building & improvements	1,913,596
Leasehold improvements	55,486
Equipment & furniture	42,700

<b>TOTAL PROPERTY &amp; EQUIPMENT</b>	<u>2,011,782</u>
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Less accumulated depreciation	(634,434)
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	<u>1,377,348</u>
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Other assets—cash restricted	38,768
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<b>TOTAL ASSETS</b>	<u><u>2,453,381</u></u>
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## LIABILITIES & NET ASSETS

### CURRENT LIABILITIES

Notes payable, current portion	6,742
Accounts payable	7,139
Security deposits	11,166
Deferred revenue	16,168
HHARLF & HSGP vouchers outstanding	171,805

	<u>213,421</u>
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NOTES PAYABLE, net of current portion	<u>1,647,515</u>
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### NET ASSETS

Unrestricted	221,117
Temporarily restricted	71,613
Permanently restricted	299,715

	<u>592,445</u>
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<b>TOTAL LIABILITES &amp; NET ASSETS</b>	<u><u>2,453,381</u></u>
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# Thank you to our donors

**The following individuals and organizations have supported the Front Door Agency during the past year at a level of \$500 and above. We would like to express our sincere thanks to *all* of our donors — a contribution in any amount makes a big difference to people in need in our community.**

Agnes M. Lindsay Trust  
Mr. and Mrs. Dave Almeda  
Amherst Junior Women's Club  
Mr. and Mrs. Jared Anderson  
Ann DeNicola Foundation  
Anrik Irrigation  
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BAE Senior Retirees Breakfast Club  
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Mr. Peter Collins  
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Ella Anderson Trust  
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# Thank you to our donors

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Sodexo/St. Joseph Hospital	Wesbell Electronics
Souhegan Valley Happy Hour Rotary	Mr. and Mrs. Michael Woessner
Mr. Maurice Simard, Jr.	YMCA of Greater Nashua
Stanley Elevator Company	Mr. and Mrs. John Ziemba
Ms. Sally Stalker	Zulu Nyala Group
State of New Hampshire	

*We strive for accuracy in our list, but if we have inadvertently omitted your name, please accept our apologies and our sincere thanks.*



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2013-2014

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Welcome to new Board Members for 2015: Kate Binder, Zachary Duprey, Cory Hussey and Amy Labelle.

Thank you to our 2014 Corporate Partners.

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*With special acknowledgement to:*



United Way  
of Greater Nashua