



## 2017 ANNUAL REPORT

7 Concord Street | Nashua, NH 03064 | [frontdooragency.org](http://frontdooragency.org)

# Board of Directors

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### Welcome New Members in 2017-18:

Rev. Alanna Van Antwerpen  
Carol Connor  
Lyn Healy  
Alyssa Turcotte

# Message from the CEO & Board President



**Maryse Wirbal**  
CEO

**I**n 2017, we were both excited and humbled to celebrate our 30th anniversary of serving families in crisis, including those who were homeless or at risk of homelessness in Greater Nashua.

We are proud to say that since 1987 we have remained true to our original mission to provide tools and support to people in crisis so they can become self-sufficient. With that singular focus and strong community support, we have dramatically impacted the lives of nearly 125,000 adults and children in Greater Nashua over three decades.

Those who are involved in our daily efforts – be they staff, board members or donors— know that it's about much more than numbers, it's about the people we serve.

Our Agency has a positive and lasting impact on homeless young mothers and their children, the elderly who may be struggling on a fixed income or individuals facing an unexpected life crisis such as illness or a job loss.

**T**hrough our Transitional Housing, Housing Stability and Rapid ReHousing Programs, we continue to make a difference in helping families overcome poverty and secure and maintain their basic housing needs. A

recent study from the New Hampshire Women's Foundation found that nearly 3 in 5 adults living in poverty in our state are female – pointing to a continued need for our Transitional Housing services. Throughout this report you will read about the direct and far-reaching impact we have on single mothers and their children – as the women are given the opportunity to pursue an education that leads to full-time employment.

This past year was a time to extend a heartfelt thank you and sincere good wishes to our Agency founder, the Reverend Dr. Robert "Odie" Odierna, who after 30 years of enthusiastic involvement, retired from our Board of Directors as well as from his pastoral duties at Church of the Good Shepherd in Nashua.

Under Odie's strong leadership, the Church was the driving force behind our origins as Nashua Pastoral Care Center 30 years ago. His non-stop dedication to our mission has motivated us day after day. In addition to being a true leader, Pastor Odie has been an inspiring mentor to many. You can read more about his contributions and a new scholarship fund in his honor on page 9.

**W**e are blessed to have continued strong support from Church of the Good Shepherd today as they continue to tithe to the Agency, help run our Transitional Housing "store," provide Christmas gifts and so much more.

We are only able to affect change in our neighbors' lives through our strong community partnerships and your investment. We are deeply grateful to our corporate partners: **BAE Systems**



**Jed Anderson**  
Board President

(Platinum); **Triangle Credit Union** (Silver); **Bellwether Community Credit Union, Cityside Management, Lowell Five and Southern New Hampshire Health** (Bronze). We are also thankful for strong support from the **United Way of Greater Nashua** and from our media partner, **The Telegraph**.

**I**n addition to these generous partners, hundreds of other individuals, civic organizations, businesses and religious organizations work with us to help families in need reach their potential. Our Gourmet Festival and Auction exceeded budget expectations thanks to many sponsors and auction contributors.

Our Board of Directors and staff continue to work tirelessly to ensure the growth and mission of the organization. We wish to thank former board members Amy LaBelle and Beth Needham for their generous service to the Agency.

With each person who believes in and invests in our work, we are all stronger. Thank you for being part of the effort.



## A Hopeful Future

.....

“In a few years I went from being just a teen mom and struggling waitress—worried about where we would sleep next — to having a career and my own apartment.”

.....

Jillian was just 19, alone and desperate with her one-year-old daughter Emily, when she first came to us for help. At the time, she thought her only option was to continue living in a motel with her daughter sleeping in a Pack 'n Play. “I was at the lowest point of my life and had lost hope for our future,” says the single mother who was working two part-time waitressing jobs.

Sadly, Jillian grew up in a home where she was abused and lived in fear. After her daughter was born, she realized she had no choice but to leave in order to protect herself and her baby. She and Emily spent a year bouncing between a friend’s couch and a motel until she found the Front Door Agency.

She entered our Transitional Housing Program and with the help of her case manager, Jillian began to set achievable goals and to pursue her dream to work in the dental field. “In a few years, I went from being just a teen mom and struggling waitress — worried about our safety and where we would sleep next — to being a college graduate with a career as an oral surgery assistant.”



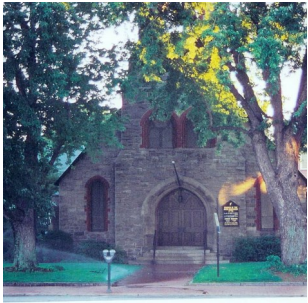
**“Words cannot  
describe what this  
program has given  
us. For the first  
time, I have hope  
for our future.”**

*Jillian, single mom*





## Grateful for our Roots



Our Agency was created in 1987 thanks to many generous and caring members of the Church of the Good Shepherd Nashua.

When these dedicated parishioners recognized that the need in Greater Nashua far exceeded their capacity to help, they formed a separate non-profit to enlist the support of the entire community.

## 1987–1996 Meeting Families' Basic Needs

1997

## The Path to



1933-2017



## Forever Remembered: Carl Swenson, Jr.

Carl Swenson served as the Agency's first Executive Director from its inception in January 1987 to his retirement in 1998. He was instrumental in establishing the foundation of the Agency's programs today.

Carl's commitment and determination to help support individuals struggling in poverty was an inspiration to all. He will always be remembered for his kind spirit, passion for the outdoors and of course, his pipe!

# the FRONT DOOR

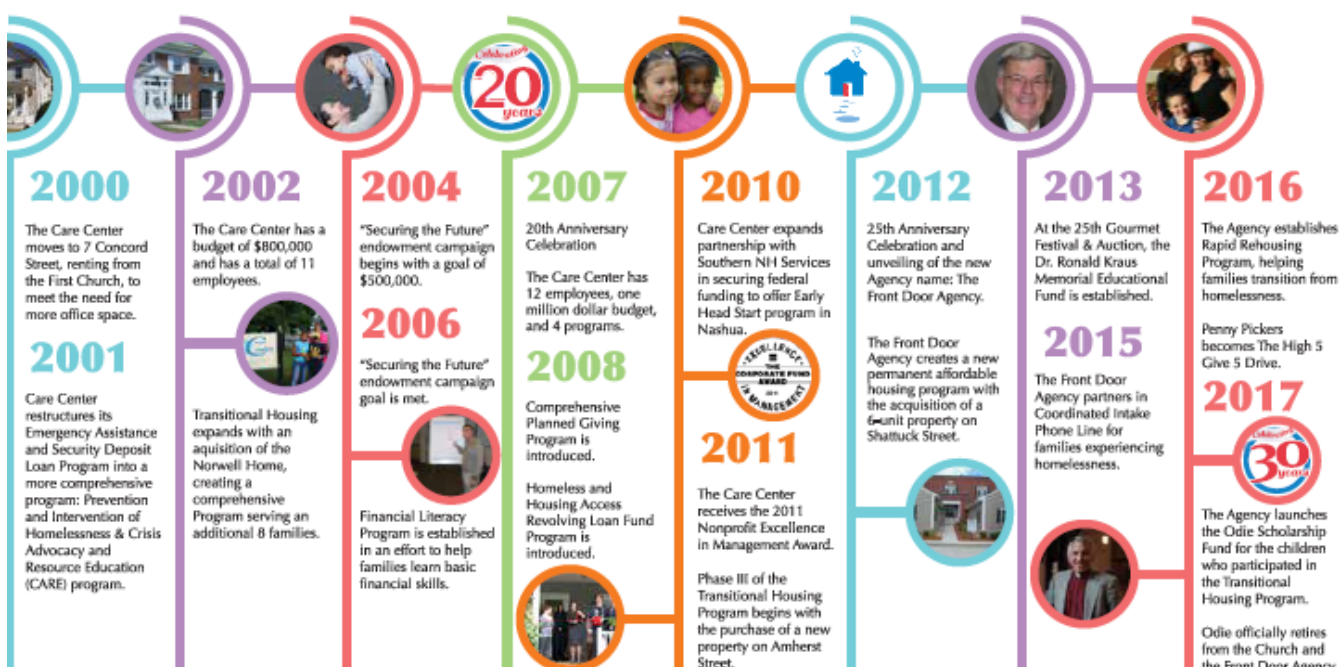
Your Path to Self-Sufficiency

-2006

Self-Sufficiency

2007–2017

Stabilize, Transform, Flourish





# Stabilize, Transform and Flourish

**Our Transitional Housing Program Changes Lives Through Education.**

The Front Door Agency provides single mothers and their children with affordable housing options and comprehensive support services. Our three-phase Transitional Housing Program emphasizes life skills and education as the key to breaking the cycle of poverty.

Young women (ages 18-35) come to us in crisis brought on by domestic violence, substance abuse or other serious issues. Many have no reliable family to reach out to for assistance.

We offer the tools and support necessary to transform their lives so they can provide for their own families and ultimately give back to the community.



Thirteen new families entered our Transitional Housing Program in fiscal year 2017. Of those, we were able to stabilize 9 families or 70%.

**63% of women in our Transitional Housing Program graduated from a job skills training program, earned a professional certificate or completed a secondary education program.**

## Client Successes



Katie earned an LNA license and currently works two part-time jobs. She has successfully graduated to the “Flourishing” phase of our program.

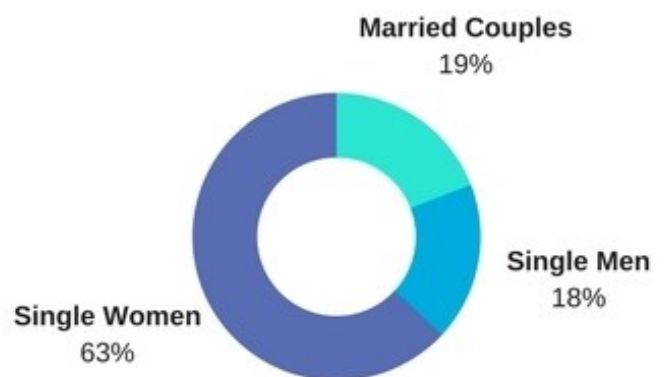


Helen graduated from a medical coding and billing program and secured full-time employment with benefits. She and her family will be the recipients of a Greater Nashua Habitat for Humanity home in March 2018.



Samantha graduated from our program with a full-time job in health and human services that allows her to pay market rent. Her son is thriving.

## POVERTY HITS SINGLE MOMS HARDEST



**NEARLY 2 IN 3 FAMILIES WITH CHILDREN LIVING IN POVERTY ARE HEADED BY A SINGLE WOMAN.** [Source: New Hampshire Center for Public Policy Studies]



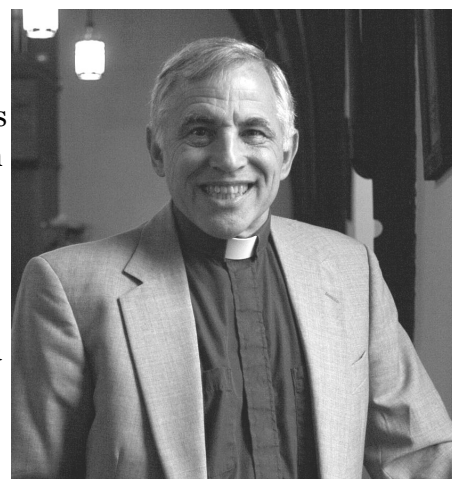
## W **Proud Past, Promising Future**

e were pleased to honor our Agency founder, the Rev. Dr. Robert “Odie” Odierna on his retirement by establishing the Odie Scholarship Fund. This Fund will provide children served through our programs with advanced learning and higher education.

For the past 30 years, Pastor Odie has been deeply committed to our mission, serving in active leadership

roles on our Board and as a relentless ambassador in the community. With his personal vision and guidance, an estimated \$1.5 million was raised for our work over three decades. Pastor Odie and his wife Heidi seek to continue this legacy by establishing a scholarship fund to serve children in need.

[Learn more at frontdooragency.org/Programs/transitional-housing](http://frontdooragency.org/Programs/transitional-housing)



**Rev. Dr. Robert “Odie” Odierna**

### **Thank You to Odie Scholarship Fund Donors - as of December 31, 2017**

Jessica & Nicholas Ackerman	Luis & Carol Figuero	Mike & Betty Mazzaro
Dave & Erin Almeda	Nick & Sasha Frasca	Brian & Gloria McCarthy
Jed & Lindsay Anderson	Robert Fucile	David & Karen McGinley
Gerald & Jan Armstrong	Nathan & Rebecca Gagne	William & Kathleen McIntyre
A. Jack Atkinson	Bogdan & Mary Ann Golja	Jane Metcalf
Cliff & Judy Barber	Dan & Patsy Guerrette	Suneela Mistry
Beth Barker	Lyn Healy	Melissa Moyer
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Eric & Brenda Bergeson	Thomas Howard	James & Michelle Odierna
Robert & Rebecca Boisvert	Kip & Kristin Jackson	Robert & Heidi Odierna
Steve Bolton	Richard Jean	Becky Odierna
Boys & Girls Club—Greater Nashua	Robert & Vicki Kennedy	William Paige
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David Caisse	Donna Kraus	John Rudolph
John & Karen Carlisle	Mike Lachance	Timothy Scherer
John & Barbara Chase	Mark & Linda Lafleur	Rob & Kim Shaw
Peter Collins	Gary & Lori Lambert	Rick & Dee Stoudt
Jay & Carol Connor	Elliot & Betty Lasky	Davis & Patricia Thurber
Sandra Desharnais	Dan Lauria	Gary & Brenda Wingate
The Hon. James Donchess	Brian & Lisa Law	Jeff & Maryse Wirbal
Rick Dowd	Mark & Betsy Levesque	Michael & Cindy Woessner
Zachary & Margaret Duprey	Richard & Linda Lovering	Stephanie Wolf-Rosenblum
Martin Fabian	June Madeira	John & Christine Ziemba

# Our Integrated Programs Improve Lives.

## Prevention & Intervention of Homelessness

The Front Door Agency provides one-time or short-term assistance with rent, mortgage payments or utilities for individuals and families in crisis.

**Outcomes:** Nearly 70% of those receiving assistance were able to remain in their homes and stay current on their rent and utilities for at least one year after receiving help.

## Rapid Rehousing

Funded by federal grant monies, this program is targeted to people who are already homeless or in imminent danger of becoming homeless. The Front Door Agency works quickly to stabilize the individual or family, helps them to find affordable housing and provides direct financial support and intensive case management for up to 9 months.

**Outcomes:** In fiscal year 2017, we stabilized 8 families and provided \$30,000 in direct rental subsidies. Seven of those families are still in their own homes today and are working and paying their own rent or mortgage.

## Holiday Wishes

With generous community support, the Front Door provides toys and warm clothing for children in need during the holidays. Partner organizations like BAE Systems, Church of the Good Shepherd and many others are instrumental in the success of this program.

**Outcomes:** We brought happy holidays to 1,041 children in fiscal year 2017.



## Crisis Advocacy & Resource Education (CARE)

Our Agency offers assistance with car repairs, medical and dental expenses and other basic needs to qualified applicants in financial crisis — making it easier for them to stay working.



## Working Together With Partners to Improve Financial Literacy

We were pleased to partner for the first time this year with Budget Buddies, a Lowell-based non-profit, to offer more intensive financial education to our female clients. Each woman meets one-on-one with a financial mentor for six months, enabling her to set and achieve individual financial goals.

The Front Door also offers a five-week basic Financial Literacy Program free to the community, twice each year. Beginning in 2017, Santander Bank became our key partner in funding and presenting the program. The YMCA of Greater Nashua in Merrimack offered us free space and childcare, removing some challenges the program previously faced.

## Program Outcomes at a Glance



88% of Transitional Housing participants gained employment.



70% of families receiving assistance with rent and utilities were able to remain in their homes.

86% increased their benefits and income.

82% of clients receiving a security deposit loan were still in permanent housing one year later.



70% of preschool and school-aged children in our programs showed improvement in attendance and grades.



57% of Transitional Housing clients substantially improved their financial strength by reducing their debt.



# Year in Review

## STATEMENT OF FINANCIAL POSITION & ACTIVITIES

For the Year Ended June 30, 2017

### REVENUE AND SUPPORT

Grant income	465,466
Fundraising events	261,616
Less: Cost of direct benefit to donor	(12,908)
Contributions	309,642
Investment income (Note L)	58,938
Rental income	149,845
Santa fund income	16,004
Miscellaneous income	3,674
In kind donations	42,301
Cancellation of debt	53,984
<b>Total Revenue and Support</b>	<b>1,348,562</b>

### EXPENSES

Program services:	
Transitional Housing	520,132
Direct Services	278,047
Administration	95,770
Fundraising	134,956
<b>Total Expenses</b>	<b>1,028,905</b>
 Increase in Net Assets	 319,657
NET ASSETS, Beginning of Year	1,267,777
<b>NET ASSETS, End of Year</b>	<b>1,587,434</b>

### ASSETS

#### CURRENT ASSETS

Operating cash and cash equivalents	532,213
Endowment marketable securities	588,979
Promises to give	88,395
Endowment promises to give, net of \$5,000 allowance for bad debt	7,392
Client Receivables	125,692
Other current assets	100
<b>TOTAL CURRENT ASSETS</b>	<b>1,342,771</b>

#### PROPERTY & EQUIPMENT

Land, buildings and improvements	2,092,280
Leasehold improvements	56,941
Equipment and furniture	30,528
<b>Subtotal PP&amp;E</b>	<b>2,179,749</b>
Less accumulated depreciation	(819,014)
<b>Net PP&amp;E</b>	<b>1,360,735</b>

#### OTHER ASSETS

Cash Restricted	36,994
<b>TOTAL ASSETS</b>	<b>2,740,500</b>

### LIABILITIES AND NET ASSETS

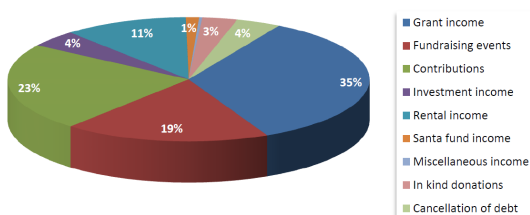
#### CURRENT LIABILITIES

Notes payable, current portion	7,875
Accounts payable	14,271
Accrued payroll and payroll taxes	5,069
Security deposits	11,484
Deferred revenue	26,250
HHARLF vouchers outstanding	4,480
HSGP vouchers outstanding	161,359
<b>TOTAL CURRENT LIABILITIES</b>	<b>230,788</b>
NOTES PAYABLE, net of current portion	922,278

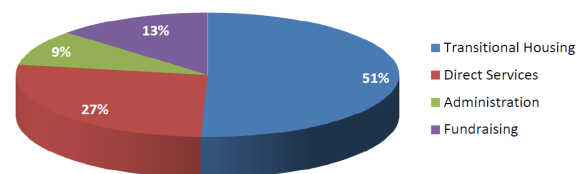
#### NET ASSETS

Unrestricted	1,115,264
Temporarily restricted	174,505
Permanently restricted	297,665
<b>TOTAL NET ASSETS</b>	<b>1,587,434</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>2,740,500</b>

Revenues



Expenses





Our fingertips never fade from the lives  
that we touch. ~ *Judy Blume*

## Our Endowment

The Front Door Agency's endowment fund began with an unexpected bequest from a kind donor. She was touched by the Agency's ability to transform lives by giving a hands-up opportunity to families.

Of the utmost importance, the unrestricted endowment started by this kind donor provides the Agency with the resources to support current operations if needed, respond to opportunities for growth, and adapt to future needs.

Most recently the endowment has helped with much-needed repairs at our Vine Street Transitional Housing property known as Victory House. We first acquired and updated the now 117-year-old building in 1999 with endowment funds. Since then the five apartments and fenced-in play yard have had heavy use and are showing serious signs of deterioration. After careful study, a major renovation was undertaken beginning in early 2017.

To date, renovations completed include replacement of the roof, replacement of six hot

water and boiler systems to new energy efficient combo systems; replacement of two decks and flooring to include structural supports to two units. Phase II of the project will include significant renovations to the windows, bathrooms and kitchens.

This critical housing facility is designed to meet the needs of Front Door Agency mothers who are pursuing their education while working and caring for their children. They have completed the stabilization phase of our program and are now living more independently in the transformational phase under the guidance of case workers while living in safe housing.

Our clients include young moms like Tracy — with no family to turn to as she fled domestic violence with her two-year-old son—who is now pursuing a business degree. Our Endowment Fund brings hope to families like Tracy's who are in crisis and turn to us for help.

## The Legacy Society

**The Legacy Society honors those who have included our organization in their estate plans. These generous individuals continue the legacy of the Front Door Agency.**

**Mr. & Mrs. David Almeda**

**Mr. & Mrs. Jared Anderson**

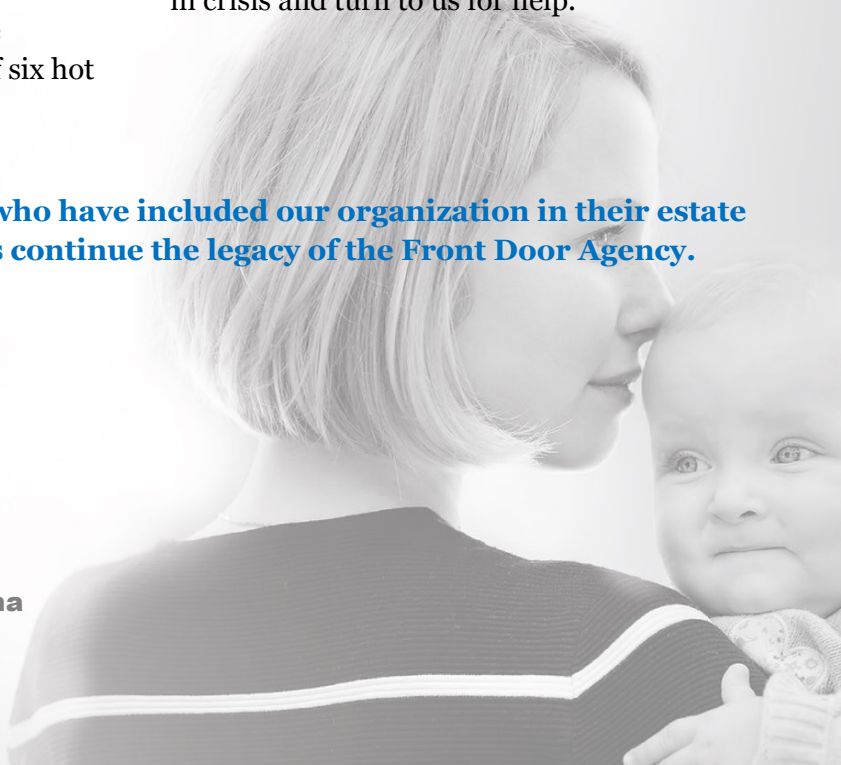
**Mr. & Mrs. Jay Connor**

**Mr. & Mrs. Gary Lambert**

**The Rev. Dr. & Mrs. Robert Odierna**

**Mr. & Mrs. Jeff Wirbal**

**Three Anonymous Donors**



## THANK YOU TO OUR GENEROUS DONORS! YOU ARE TRANSFORMING LIVES.

*The following individuals and organizations supported the Front Door Agency during the 2017 fiscal year at a level of \$500 and above. Our sincere thank you to **all** of our donors at all levels; Learn more about the impact of your gift at [www.frontdooragency.org/giving](http://www.frontdooragency.org/giving).*

Able Moving and Storage	Mr. & Mrs. John Chase	Mr. & Mrs. John Farrer
Mr. & Mrs. Nicholas Ackerman	Mr. James Chilton	Filles Disabelle
Agnes M. Lindsay Trust	Christ the King Lutheran Church	First Church, UCC
Mrs. Sara Allen	Christian Party Rental	Mr. & Mrs. Burns Fisher
Ms. Lee Allison	Church of The Good Shepherd	Flynn Construction Corp.
Mr. & Mrs. Dave Almeda	Circle Signworx LLC	Mr. & Mrs. Nick Frasca
Mr. & Mrs. Jared Anderson	Citizens Bank	Frasca & Frasca, P.A.
Ann De Nicola Trust	City Of Nashua	Mr. Duncan Gill / Ms. Marlene Santiago
Ms. Karen Archambault	Cityside Management	Mr. & Mrs. Bogdan Golja
Mr. Jack Atkinson	Club National Charitable Fund	Grace Limousine
AstraZenica Pharmaceuticals LP	Cogswell Benevolent Trust	Granite United Way
BAE Senior Retirees Breakfast Club	Collin's Flowers	Ms. Dorothy Hackett
BAE Systems	Mr. Peter Collins	Mr. & Mrs. Brian Hall
Ms. Karen Baker	Community Action Program/ Belknap Merrimack Counties	Hannaford Nashua
Ms. Beth Barker	Mr. & Mrs. Jay Connor	Hanover Insurance Co.
Mr. Danny Barnum	Dr. Mark Constantian	Harbor Group
Mrs. Jean Barrett	Conway Arena	Harvey Construction Corp. of NH
Atty. William Barry/Atty. Helen Honorow	Conway Office Solutions	Ms. Lyn Healy
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Ms. Sue Beaubien	Ms. Karen Davis	Hollis Brookline Rotary Club
Ms. Eileen Beckhardt & Mr. Ben Freedman	DCU	Hunt Community
Mr. & Mrs. Joseph Bellavance	Ms. Sandra Desharnais	Mr. Richard Iannacone
Bellwether Community Credit Union	Mr. & Mrs. Jay Dinkel	J. Lawrence Hall
BNY Mellon Trust	DiVine Medi Spa	Mr. & Mrs. Kip Jackson
Boston Billiards Club and Casino	Mr. James Dore	Mr. & Mrs. Thomas James
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Mr. & Mrs. John Carter	Episcopal Church of New Hampshire	Mr. & Mrs. Eugene Kusekoski
Mr. & Mrs. Mark Charbonneau		

LaBelle Winery	Nashua Medical Fitness & Massage	Southern New Hampshire Health
Mr. & Mrs. Mark LaFleur	Nashua Presbyterian Church	Rabbi & Mrs. John Spira-Savett
Lake Sunapee Bank	Mr. & Mrs. Scott Needham	St. Mary's Bank
Mr. & Mrs. Gary Lambert	New Hampshire Charitable Foundation	Ms. Sally Stalker
Mr. & Mrs. Alfred Langguth	New Hampshire Women's Foundation	Stanley Elevator Company
Mr. & Mrs. Brian Law	NH Healthy Families	State of New Hampshire
Mr. & Mrs. Jack Law	Northeast Human Resources Assoc.	Mr. James Steiner
Law Warehouses, Inc.	NTI Data Products	Ms. Kathy Stockwell
Mr. & Mrs. Steve Lesieur	Mr. Edward Nussbaum	Mr. Sunil Sud
Lowell Five	Rev. Dr. & Mrs. Robert Odierna	Mr. & Mrs. Paul Swatko
Mr. & Mrs. Michael Lozeau	Mr. & Mrs. Jason Osborn	Mr. & Mrs. Michael Tabacsko
Mr. & Mrs. Peter Luthi	Mr. & Mrs. Timothy Paige	Tamposi Foundation, Inc.
Madelaine G. von Weber Trust	Palace Theatre	TD Charitable Foundation
Mr. Chris Malloy	Ms. Christine Pattison	The Telegraph
Manchester Monarchs	Pennichuck Water	Texas Instruments Foundation
Ms. Jane Marlowe	Mr. & Mrs. Kevin Perkins	The Home Depot Foundation
Mr. Eric Marshall	Dr. Carol Houde /Stephen Gronberg	The Provident Community Foundation
Mr. & Mrs. Shawn Martin	Mr. Ron Poirier	Thrivent Choice Program
Mr. & Mrs. Michael Martinez	Mr. & Mrs. Todd Pollack	Mr. Steve Tourangeau
Masi Plumbing & Heating	Mr. & Mrs. Stephen Post	Town of Hudson
Mr. & Mrs. Mike Mazzaro	Precision Monitoring Services	Town of Merrimack
Mr. & Mrs. Thomas McAndrews	Provident Bank	Triangle Credit Union
Ms. Lisa McAndrews	Mr. Walter Razzaboni	Tyngsboro Sports Center
Ms. Lynn McCartney	RBC Wealth Management	UBS Matching Gift Program
Mr. & Mrs. David McGinley	River Card Room	United Way of Greater Nashua
Mr. & Mrs. William McIntyre	RiverStone Resources, LLC	United Way of Massachusetts Bay
Mr. & Mrs. Marty McLaughlin	Mr. Fred Roedel	Vermont Mutual Insurance Company
McNulty & Foley Catering	Rotary Club of Nashua	Ms. Sandra Vogel
Merrimack County Savings Bank	Rotary Club of Nashua West	Walt Disney World
Merrimack High School Football	Dr. & Mrs. Brian Roy	Mr. & Mrs. Thomas Weaver
Microdesk, Inc.	Mr. John Rudolph	Wells Fargo
Ms. Suneela Mistry	Ms. Ruth Ryan	Ms. Kathy Whitaker
Mr. Jeff Monahan	Santander Bank, N.A.	Mr. & Mrs. Gary Wingate
Mr. & Mrs. Jim Montine	Mr. & Mrs. Jack Schroeder	Mr. & Mrs. James Wirbal
Morin's Landscaping	Schroeder Construction Management	Mr. & Mrs. Jeff Wirbal
Mr. & Mrs. Paul Mosley	Seelye & Schulz, P.A.	Mr. Mark Witaschek
Mr. Rick Nantel	Mr. & Mrs. Rob Shaw	Mr. & Mrs. Michael Woessner
Nash Foundation, Inc.	Skillsoft	Mr. & Mrs. John Ziemba
Nashua North High School	Sodexo/St. Joseph Hospital	Zulu Nyala Group
Nashua High School South	Mr. Fred Solan	

Thank you to our corporate and community partners!

**BAE SYSTEMS**



*With your generous support, the Front Door Agency  
continues to transform lives in our community.  
[www.frontdooragency.org](http://www.frontdooragency.org)*

Address Service Requested

Front Door Agency  
7 Concord Street  
Nashua, NH 03064



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