



FY20 Annual Report



Stabilize. Transform. Flourish.

Year in Review



Maryse Wirbal
Chief Executive Officer



Linda LaFleur
President, Board of Directors

It is difficult to think back to the start of the fiscal year when so much has happened in our community and around the world since then. While FY20 brought challenges, it also brought exciting growth to the Agency.

Last summer, we welcomed three new employees to our Development team. Nicole Ennis joined us as Chief Development Officer where her love for Greater Nashua has helped us develop meaningful relationships in our community. In our expanded Marketing and Media Relations Coordinator role, Michelle Toomey has helped us develop a cohesive branding strategy to spread the word about our mission in new ways. Finally, Patty Sierra joined us as Development Assistant where she provides administrative support that helps the team run smoothly.

We also expanded our Transformational Housing Case Manager positions to full-time and welcomed Emily Moore to the team. This has helped us meet the critical needs of the women and children in the Program and, as a result, nearly all Program graduates reached their educational or job training goals.

Thanks to grants in support of our Housing Stability Program, we added a part-time Housing Advocate to the team, Julie Smiley, and expanded the Program Manager position to full-time. Doug Howard filled this role after serving at the Granite United Way and the Nashua School District.

Having a full team helped us respond when the COVID-19 pandemic hit in early March. The exceptional leadership and talent at the Agency allowed us to swiftly transition to remote services. We moved all program applications online and began “meeting” with clients virtually. We also developed a manual for operating during a pandemic to ensure that client services remain uninterrupted beyond the current crisis. As our office

re-opens to visitors, our volunteers and staff continue to serve with patience, flexibility, and passion. We are inspired by them every day.

The 32nd Annual Gourmet Festival & Auction, our biggest fundraiser of the year, was also impacted by the pandemic. Originally scheduled for March 22, the event, which typically brings hundreds of community members and local vendors together, was turned into our first-ever online auction. Despite the change, we raised more than \$160,000 to fight homelessness in Greater Nashua! This is a testament to loyal supporters like you.

We would like to thank Lyn Healy, a long-time supporter, for her three years of service on our Board of Directors. We would also like to welcome Janet Ackerman and Nancy Cappiello to the Board. Together, our 26 Board members provide support and guidance that allows the Agency to provide critical services to those who need it in our community.

As we enter the next fiscal year, we are excited about opportunities to enhance our Norwell Transformational Housing site. Kitchen and bathroom renovations are underway to enhance social distancing among residents and the heating system is being converted to a more energy efficient system that will improve ventilation. We are also planning to expand our affordable housing options and our main office to adequately meet increased demand within our community.

Thank **YOU** for your continued support of our mission. Together, we can help families stabilize, transform, and ultimately flourish into independence even during the most challenging of times. We cannot do it without you!



"Only for the past 3 years have I felt as though I have the ability to make the choices I need to make for my children and myself... thanks to all the support and assistance I have received from the Front Door Agency and their amazing staff, I now have the courage to push forward and the hope and independence to have a great future for my children and myself." -Beverly

Photo credit: Kelley Traver Photography

Who We Are

Serving Greater Nashua Since 1987

The Front Door Agency is a 501(c)(3) tax-exempt organization that invests in individuals and families in Greater Nashua by providing a hand-up opportunity to those at risk of homelessness.



Our Mission:

We offer support, foster education and provide services to assist individuals and families in their transition from crisis to self-sufficiency.

Our Programs:

Housing Stability
Transformational Housing
Financial Literacy
Annual Holiday Program

COVID-19 Relief Efforts

The COVID-19 pandemic has affected all of us. But for many of the families we serve at the Front Door Agency, the realities of the pandemic and accompanying economic fallout have been devastating.

We are currently offering aid to those who have been economically impacted by the pandemic, including:

- Assistance with back rent and utility payments to prevent homelessness.
- Security deposit loans to help families secure permanent housing.
- Extra support to the homeless women and children living in our Transformational Housing sites, including building renovations to aid in social distancing.



For more details on our COVID-19 relief efforts, scan the QR code to the left with your cell phone camera.



Our Impact



91%

of families that received assistance with back rent, utilities, or a security deposit were able to maintain their housing and utilities.

30%

of people in these families were under the age of 14.



1,142

individuals served in Greater Nashua.

85%



of the single mothers in our Transformational Housing Program participated in or graduated from an educational program.

70%



of the single mothers in our Transformational Housing Program gained substantial increases in benefits and income while in the Program, including promotions or wage increases.

\$213,370

total housing-related assistance provided through our Housing Stability Program.



93%

of women and children eliminated exposure to domestic violence when they entered our Transformational Housing Program.

756



local children in need received toys, warm clothing and food through our 2019 Holiday Program.

Your support has a direct impact on local families in need.

There are many ways for individuals and businesses to support our mission to end homelessness in Greater Nashua. To learn more, scan the QR code with your cell phone camera.



Danielle's Story

"When I got pregnant and became a single mother in college, my life spiraled into chaos. I dropped out, got a full-time job and tried to provide for Sasha on my own. We moved into the least expensive apartment I could find but still struggled to pay rent, utilities, groceries, daycare, and my car payment.



I had a vision for how I wanted our lives to be, but I knew I would never get ahead unless I made a big change.

That's when I found the Front Door Agency's Transformational Housing Program. I felt like I finally had room to breathe. Sasha and I moved into one of the Agency's affordable apartments and my case managers helped me set goals to get ahead of my finances and finish my Associate's Degree. The financial literacy classes I took through the Agency helped me develop a healthier relationship with money. I was held accountable and Sasha and I got into a healthy routine with work and school.

Since then, I earned my Bachelor's Degree in Psychology and started a new career in Human Services where I make enough money to support my family and start saving. This fall, Sasha and I both started new adventures: I began taking classes toward my Master's Degree and she entered first grade.

The Transformational Housing Program saved me in a sense. It's not a place where things get handed to you but, if you're motivated and focused on doing better for yourself and your children, you can do it."

To read more success stories, visit www.frontdooragency.org.



"Sasha is my little teammate! We've overcome a lot together, especially during the COVID-19 quarantine. I worked hard to balance my job, taking classes and homeschooling. Sasha motivates me to keep pushing and I'm so grateful for the position we're in now."

Board of Directors

Jessica Ackerman, Immediate Past-President, Deloitte & Touche
Erin Almeda, Secretary, formerly Concord Hospital
Jed Anderson*, Broad Street Planning
Suzanne Beaubien, President-Elect, Bellwether Community Credit Union
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Alyssa Turcotte, Eaton & Berube Insurance
Chris Wilcox, Lowell Five Bank
John Ziemba*, Triangle Credit Union

**Denotes Past Presidents*

Welcome New FY21 Board Members:

Janet Ackerman (Eastern Bank) & **Nancy Cappiello** (Latitude 44, Ltd.)

What is The Front Door Agency's Legacy Society?

Our Legacy Society recognizes individuals and couples who remember the Agency in their wills or estates, transforming the lives of local families for generations to come. To learn more, contact Nicole Ennis at (603) 816-0293.



Financials

CURRENT ASSETS

Cash and cash equivalents	917,463
Accounts receivable, net	80,949
Contributions receivable, net	105,268
Other current assets	1,469
TOTAL CURRENT ASSETS	1,105,149
Investments	1,321,822
Revolving loan and security receivables, net	189,059
Noncurrent portion of contributions receivable	36,350
Property and equipment, net	1,288,891
TOTAL ASSETS	3,941,271

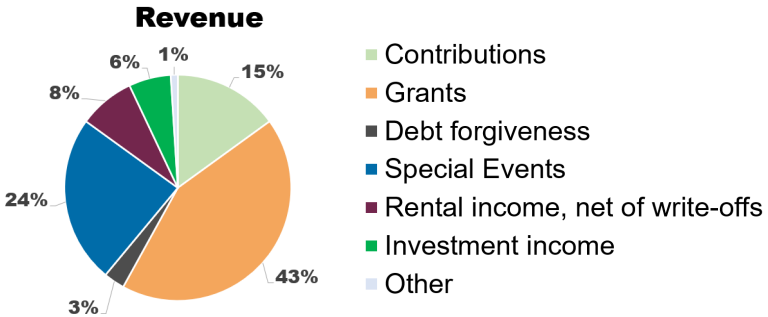
LIABILITIES & NET ASSETS

Current Liabilities:	
Current portion of long-term debt	8,923
Accounts payable	27,230
Accrued payroll and related liabilities	6,388
Other liabilities	12,134
TOTAL CURRENT LIABILITIES	54,675
Long-term Debt, Net of Current Portion	736,495
Revolving Loan and Security Payables	218,090
Security Deposits	13,050
TOTAL LIABILITIES	1,022,310
Net Assets:	
Without donor restrictions:	
Undesignated	1,549,602
Board designated	416,118
With donor restrictions:	
Purpose restrictions	135,057
Time restrictions	374,786
Perpetual endowment	443,398
TOTAL NET ASSETS	2,918,961
TOTAL LIABILITIES & NET ASSETS	3,941,271

"The situations that myself and other moms in the program are in when they come to the Front Door Agency do not reflect who we are as people. We all want good lives for ourselves and our children and this program gives us the opportunity to create that." -Christina

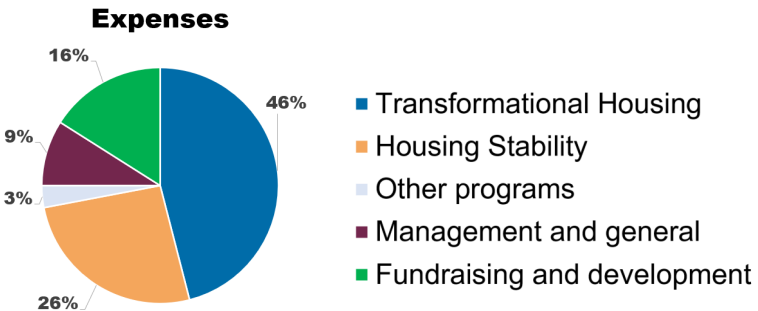
SUPPORT, REVENUE & OTHER

Support:	
Contributions	273,663
Grants	749,644
Debt forgiveness	53,984
Special Events:	
Gross special events revenue	455,712
Less cost of special events	<u>(23,867)</u>
Net special events revenue	431,845
Revenue:	
Rental income, net of write-offs	137,034
Investment income	103,862
Other Revenue	<u>8,967</u>
TOTAL REVENUE	<u>1,758,999</u>



EXPENSES

Transformational Housing	587,909
Housing Stability	337,831
Other programs	<u>42,480</u>
Total Program Expense	968,220
Management & general	120,370
Fundraising & development	<u>204,990</u>
Total Supporting Services	325,360
TOTAL EXPENSES	<u>1,293,580</u>



Donors (\$500+)



We appreciate all of our generous donors, and no gift is too small to help us fight homelessness in our community. We apologize to anyone that was inadvertently missed below!

INDIVIDUALS

Daniel Abbis
Janet Ackerman
Jessica and Nick Ackerman
Sara and Todd Allen
Erin and Dave Almeda
Jed and Lindsey Anderson
Andy Armstrong
Aaron and Adria Bagshaw
Mike and Stephanie Ballentine
Sue Beaubien
Joseph and Mary Bellavance
Marc and Sue Berube
Kristy and James Besada
Maria and Vladimir Botcheva
John Breen
Dean and Liz Brown
Bill and Mindy Burns
Nancy and Bill Cappiello
Karen and John Carlisle
John and Barbara Chase
Carol and Jay Connor
Mark and Charlotte Constantian
Robert Desrosiers
Christopher and Erica DiNitto
James Dennis DiPaolo
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Kenneth Sherr
Kevin and Lynne Simoneau
Lucinda Spaney
Jonathan and Laurie Spira-Savett
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Melissa and Mark Swidler
Sarah Swidler
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Alyssa and Mike Turcotte
Chris and Laura Wilcox
Gary and Brenda Wingate
Maryse and Jeff Wirbal
Cindy and Mike Woessner
Edward Zablocki
John and Kristine Ziemba

CIVIC

Amherst Junior Women's Club
Conway Arena
Hollis Brookline Rotary Club
Rotary Club of Nashua
Rotary Club of Nashua West

Souhegan Valley Happy
Hour Rotary

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PMSI
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Greater Nashua
Wells Fargo
Win Win Win LLC
YMCA of Greater Nashua

FAMILY FUND

Gupta Family Foundation
Hussey Family Foundation
Loving Family
Foundation
Osborn Family Charitable
Gift Fund
Roedel Family Foundation

FOUNDATION

The Agnes M.
Lindsay Trust
The Barker Foundation

The Conservancy
Citizens Charitable
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Dobles Foundation
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The Nash Foundation, Inc.
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New Hampshire Women's
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Community Foundation
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Texas Instruments
Foundation
TJX Foundation

GOVERNMENT

City Of Nashua
NH Housing Finance
Authority
State of New Hampshire
Bureau of Homeless
and Housing

LEGACY SOCIETY

**Denotes gifts received*
Erin and David Almeda
Jed and Lindsey Anderson
Carol and Jay Connor
**Katherine Kirotsis*
Lori and Gary Lambert
Odie & Heidi Odierna
Walter Razzaboni
Denise Thompson
Maryse and Jeff Wirbal
Cindy and Michael
Woessner
**Helen Vittum*
3 Anonymous Gifts

33rd Annual Gourmet Festival & ONLINE AUCTION

to benefit local families at risk of homelessness.

Join us in May for our largest fundraiser of the year!

Unique & Exciting Auction Items | Raffles
"Golden Brick" Game | Fund-A-Need

Visit www.frontdooragency.org for updates as they become available.

Thank you to our Corporate, Media & Community Partners!

BAE SYSTEMS



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www.frontdooragency.org



the FRONT DOOR
Your Path to Self-Sufficiency