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### Granite united way annual report 2011

Cathleen A. Schmidt, Chair, Board of Directors, Granite United Way; Patrick M. Tufts, President & CEO, Granite United Way

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# GRANITE UNITED WAY

ANNUAL REPORT 2011



The winner of the 2010 Campaign Donor Incentive Grand Prize, a like-new 2010 Hyundai Accent sponsored by Granite United Way and **Merchants Automotive Group**, was Jennifer Renfors of Sanbornton, an employee at Elekrisola in Boscawen. To be eligible, individuals had to pledge \$3 per week or more.



The Upper Valley Region's *Women's Leadership Council* held a Power of the Purse event in September. Money raised during the silent and live auction of celebrity, luxury and global handbags will support various *Women's Leadership Council* initiatives. The event was sponsored by **Jake's Market & Deli, The Couch Family Foundation, Mascoma Savings Bank, The Sally Rutter Group, Lake Sunapee Bank, Citizens Bank and Citizens Private Bank & Trust.**

2011 was a challenging yet rewarding year. As many continue to face economic uncertainty, this is a time of increased need for the individuals and families that depend on the programs Granite United Way administers and funds. In this report you will read about our many successes including our Volunteer Income Tax Assistance (VITA) programs, leadership on 2-1-1 with the United Ways of NH and United Ways of Vermont, efforts on Homeless Services and, of course, our traditional role of funding partner programs.

It has been a year-and-a-half since the organizations formally known as Heritage United Way, United Way of Merrimack County, Upper Valley United Way and the North Country United Way officially merged to form Granite United Way. This merger has allowed us to deliver a more consistent United Way message, better maximize donor dollars, leverage existing partnerships and reduce operating expenses resulting in expanded program offerings aimed at effectively creating long-term change.

We are extremely proud of our growth and accomplishments in the short time since we have come together. Building on the strengths of our resources, we are able to clothe, feed and shelter today while creating opportunities for higher achieving students, financially stable families and accessible healthcare tomorrow. In the coming year we will continue working with our volunteers, human service agencies, government and businesses to *advance the common good* and change the future for our family, friends and neighbors. No other organization brings these groups together like United Way.

We are grateful to our volunteers, donors, community partners and staff for their dedication to the organization. We also would like to thank our committed Board of Directors, whose leadership truly embodies our mission. In closing, we invite you to visit our website [www.graniteuw.org](http://www.graniteuw.org) and "like" us on Facebook to stay up-to-date on our work and all that is happening at Granite United Way.

Cathleen A. Schmidt  
Chair  
Board of Directors, Granite United Way

Patrick M. Tufts  
President & CEO  
Granite United Way



# 2-1-1 NH AND VERMONT 2-1-1

2-1-1 is an easy to remember telephone number that connects people to health and human services in their community.

Your support of United Way, combined with other gifts, is critical to sustaining this resource for New Hampshire and Vermont residents to get connected and get answers.

By dialing 2-1-1, callers are connected, at no cost, with a trained information and referral specialist who can provide them with the information they need to get help or give help. This service is available 365 days a year, 24 hours a day and all calls are confidential and multilingual.

2-1-1 NH is run in partnership with the **United Ways of NH** and **Public Service of NH**, who generously provides in-kind services of space, utilities and technology at their state of the art call center, and with additional support from the State of NH and the Comcast Foundation.

Vermont 2-1-1 is run in partnership with the **United Ways of Vermont**.



## 2-1-1 NH top calls in 2011:

1. Housing Expense Assistance
2. Homeless Services
3. Tax Preparation Assistance
4. Health & Dental Care Services for Uninsured/Underinsured Individuals
5. Public Assistance Programs/DHHS
6. Electric Bill Payment Assistance
7. Legal Services
8. Mental Health, Drug and Alcohol Treatment Services
9. Temporary Financial Assistance
10. Heating Fuel Payment Assistance

## Vermont 2-1-1 top calls for 2011:

1. Disaster Declarations Information
2. Tax Preparation Assistance
3. Utility Assistance
4. Undesignated Temporary Financial Assistance
5. Specialized Information and Referral
6. Food Stamps
7. Community Shelters
8. Food Pantries
9. Homeless Motel Vouchers
10. Rent Payment Assistance



Volunteers from **Velcro USA Inc.** spent the day at **Easter Seals Child Care & Family Resource Center** in Manchester cleaning toys (indoor and outdoor), building storage space and working with individual students as classroom assistants.



Volunteers from **Woodsville Guaranty Savings Bank** spent the day at the **Boys and Girls Club of the North Country** cleaning, painting and sorting through craft supplies that they had donated.



Volunteers gathered for the **Merrimack County Region's** Day of Caring and campaign kickoff luncheon on the State House lawn in Concord.



108 Employees from **Lincoln Financial Group** volunteered on the 2011 Day of Caring.

## DAY OF CARING

Day of Caring is an annual Granite United Way day of service that engages hundreds of volunteers and employees from local businesses and organizations. Volunteers spend their day completing various service projects with local non-profits including: rebuilding summer camps, repairing homes for elderly individuals, cleaning up parks and playgrounds, painting offices and reading to children. Participation in the Day of Caring provides an opportunity for building relationships among employees while introducing them to United Way's impact and importance in the community.

The 2011 Granite United Way Day of Caring was the organization's largest effort to date, with over **1,200** volunteers participating in the *Merrimack County, North Country, Southern* and *Upper Valley* Regions. These volunteers contributed over \$100,000 worth of volunteer time.

Regional Day of Caring and Campaign Kickoff events were also held on the State House lawn in Concord, at the Boys & Girls Club of the North Country in Lisbon, at Veteran's Park in Manchester and at Top of the Hop in Hanover.

Thank you to our Day of Caring Sponsors:

**Nobis Engineering** (Merrimack County Region)

**People's United Bank** (Southern Region)

**Hypertherm Inc., Ledyard National Bank** and **Dartmouth College** (Upper Valley Region).

# HOMELESS SERVICES

## Manchester Homeless Services Center

The *Manchester Homeless Services Center* was established through a partnership that included **Granite United Way**, the **City of Manchester**, **Helping Hands Outreach**, homeless service providers, various foundations, corporations and faith based groups to further engage and connect homeless people to essential services through the provision of a daytime shelter and service center.

The Center offers a variety of targeted services and case management each day provided by collaborating agencies. Guests are served lunch daily (provided by the **NH Food Bank**); have access to showers and laundry; and receive services such as job training, mental health care, housing counseling, educational opportunities and much more. The Center serves an average of 140 guests daily.

At press time, the center's programming had helped bring 90 people off the street and into permanent housing. Dozens more were connected to services that will help them off the streets as well.

## Project Homeless Connect

Granite United Way took the lead role in implementing another successful day-long *Project Homeless Connect* event this past year. *Project Homeless Connect* provides the homeless in our community with "one stop" access to services and benefits in order to help them move forward into housing and self-sufficiency.

Available services include: medical/health care screenings and referrals, flu immunizations, employment services and opportunities, shelter and housing resources, mental health treatment, substance abuse treatment, domestic violence counseling, meals, haircuts and warm clothing, as well as resources for other individually-identified needs.

The power of this one day of service also provides an important opportunity for service providers to meet one another, collaborate more fully and learn about other available resources.

Throughout the day, 149 homeless individuals were able to seek help from 20 different service providers. Additional sponsorship for the program was provided by **New Hampshire Housing Finance Authority**; lunch was provided by the **NH Food Bank** Culinary Arts program; and the event host was **St. Joseph Cathedral**. **Southern New Hampshire Services** and **The Way Home** also assisted in the planning and implementation of this day of service.

## Concord Family Shelter

Granite United Way is in charge of administering the Family Shelter in Concord during the winter months. The shelter is located in the Anna Philbrook Building on the State Office Campus. The center is run largely by volunteers and operates 24 hours a day, seven days a week.

Because year-round family shelters are nearly always full, this shelter, which operates from December through early April, receives families from anywhere in the state through referrals from 2-1-1 NH.



A homeless guest meets with one of the many providers of various services at Manchester Homeless Services Center.

# VOLUNTEER INCOME TAX ASSISTANCE (VITA) PROGRAM



Through a collaborative volunteer income tax assistance program of **Granite United Way** and **AARP NH Tax-Aide**, free tax preparation was available from February 1 through April 15. Over 7,000 NH residents received nearly \$6 million in income tax refunds including \$1 million in earned income tax credits.

The IRS Volunteer Return Preparation Program provides free tax preparation for families and individuals with low-to-moderate incomes. Trained volunteers are certified by the IRS to help individuals complete and electronically file their returns for free. This free service can save taxpayers hundreds of dollars in tax preparation fees. Additionally, volunteers help taxpayers to understand and claim all credits and deductions available to them, including the Earned Income Tax Credit (EITC). The EITC was created to reduce the tax burden on lower-income workers and to supplement their wages. The credit can significantly increase an eligible family's wages, an important step in establishing financial stability.

Grants of \$10,000 from the **Bank of America Charitable Foundation** and \$15,000 from the **Walmart Foundation** helped fund the effort in the Southern Region, along with support from the **IRS** and the **AARP Foundation**. Returns at these local sites accounted for over \$3.4 million in income tax refunds for working families and individuals – over \$673,000 of which was EITC dollars.

Additionally, Granite United Way provided space for a Tax-Aide site in Concord and **2-1-1 NH**, a program of the United Ways of NH, made appointments for other Tax-Aide sites in Concord and throughout the Seacoast. The refunds at these sites amounted to approximately \$3.375 million with over \$600,000 in EITC dollars.

Granite United Way was also the grant administrator and fiscal agent for the NH Statewide Earned Income Tax Credit Alliance. The Alliance includes The River Center VITA, Family Resource Center Gorham, Franklin Asset Building Coalition, Lakes Region Family Center, Triangle Credit Union, Concord Asset Building Coalition and Whole Village Resource Center.

The Alliance was awarded a \$35,000 grant from the IRS to encourage free tax preparation at alliance locations in the state. The returns at these sites accounted for over \$5 million in refunds for working families and individuals - \$1.5 million of which was EITC dollars.

## Condensed Statement of Financial Position

As of March 31, 2011

ASSETS	
Cash and Cash Equivalents	\$1,966,330
Pledges Receivable	\$3,296,761
Prepaid Expenses and Other Assets	\$85,484
<b>TOTAL CURRENT ASSETS</b>	<b>\$5,348,575</b>
Investments	\$1,159,843
Beneficial Interest in assets held by others	\$1,588,062
Property and Equipment, net	\$204,104
	\$2,952,009
<b>TOTAL ASSETS</b>	<b>\$8,300,584</b>

LIABILITIES AND NET ASSETS	
Future Allocations Payable and Donor Designations Payable	\$4,710,971
Accrued Expenses	\$75,619
Accounts Payable	\$20,950
Deferred Revenue	\$62,346
Funds Held for Others	\$63,572
<b>TOTAL LIABILITIES</b>	<b>\$4,933,458</b>
Unrestricted	\$(905,845)
Unrestricted, invested in Property and Equipment	\$204,104
Temporarily Restricted	\$4,068,867
<b>TOTAL NET ASSETS</b>	<b>\$3,367,126</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$8,300,584</b>

The Financial Statements, audited by Nathan Wechsler & Company, PA, and the IRS Form 990 are available on our website at [www.graniteuw.org](http://www.graniteuw.org)

## Condensed Statement of Activities

From July 1, 2010 (Date of Merger) to March 31, 2011

PUBLIC SUPPORT & REVENUE	
Public Support (net of designations & uncollectible)	\$4,421,351
Grant Revenue	\$456,306
Event and Merger Sponsors	\$58,051
In Kind Contributions	\$21,004
<b>TOTAL PUBLIC SUPPORT &amp; REVENUE</b>	<b>\$4,956,712</b>

OTHER INCOME	
Administrative fees	\$116,558
Miscellaneous	\$65,332
<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$5,138,602</b>

EXPENSES	
Program Services	\$4,407,653
Operating Expenses	\$1,255,074
<b>TOTAL EXPENSES</b>	<b>\$5,662,727</b>
<b>INCREASE (DECREASE) IN NET ASSETS FROM OPERATIONS</b>	<b>\$(524,125)</b>

NONOPERATING ACTIVITIES	
Increase in value of beneficial interest in trusts, net of fees \$8,570	\$168,668
Realized and unrealized gain of investments	\$193,616
Investment income	\$130,306
<b>TOTAL NONOPERATING ACTIVITIES</b>	<b>\$492,590</b>
Change in Net Assets	\$(31,535)
<b>NET ASSETS, BEGINNING OF YEAR</b>	<b>\$3,398,661</b>
<b>NET ASSETS, END OF YEAR</b>	<b>\$3,367,126</b>



Gary Shirk of Bow was presented with the Rumford Leadership Award at the Rumford Leadership Reception in October. The event was held at and sponsored by **O Steak & Seafood** in Concord and **Northeast Delta Dental**.

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Evan Smith  
*Hypertherm Inc.*

### 2011 Upper Valley Region Community Review Teams

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Evan Duggan

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### 2011 Merrimack County Region Day of Caring Committee

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*Nobis Engineering*

Tori Berube  
*NHHEAF Network Organizations*

Deb Cuddahy  
*Penacook Community Center*

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Steve Martin  
*Capitol Center for the Arts*

Mindy Maxwell  
*Concord Hospital*

Brandi Philbrick  
*Lincoln Financial Group*

James Riel  
*Lincoln Financial Group*

Rebecca Stephens  
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### 2011 Upper Valley Region Day of Caring Committee

Sarah Blum  
*COVER Home Repair & ReCover Store*

Stacey Chiochio  
*Hypertherm, Inc.*

Helen Damon-Moore  
*Dartmouth College*

Tracy Dustin-Eichler  
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Carrie Hamel  
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Jennifer Rickards  
*Montshire Museum of Science*

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