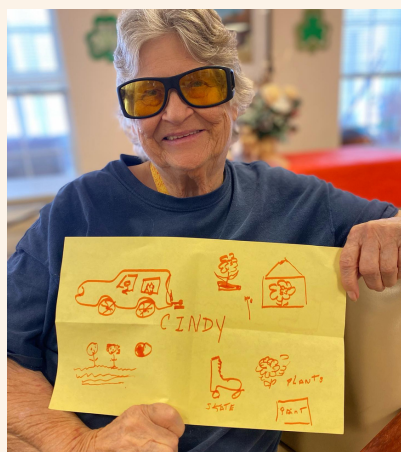


# Guide to Programs and Services



Helping People. Changing Lives.



# A Letter from Leadership

by Betsey Andrews Parker, MPH, CEO

At Community Action Partnership of Strafford County, we know that strong partnerships build strong communities. The work we do cannot be accomplished without the tremendous support we receive from the business community, our donors, our nonprofit partners, the municipalities we serve, and so many others who contribute to our mission.

This guide is just one aspect of the work we do here at CAPSC. The programs are always expanding, so we encourage you to contact our team for help navigating program benefits, eligibility, and requirements. We will continue to work together with you to reduce poverty and build a stronger community for all of us. Together, we can make a tremendous impact.

## Our Mission

To reduce barriers to help clients improve their economic stability and well-being through education, advocacy, and partnerships.

## Our Values

- Communication
- Collaboration
- Client-focus
- Accountability

## Our Vision

To eliminate poverty.

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## Outreach Offices

<b>Dover</b>	<b>Rochester</b>
577 Central Avenue, Suite 10 Dover, NH 03820 <b>(603) 435-2500</b>	10 Cold Spring Manor Rochester, NH 03867 <b>(603) 435-2500</b>

## Early Care and Education Centers

<b>Dover Bradley Education Center</b>	<b>Farmington Children's Center</b>
577 Central Avenue, Suite 50 Dover, NH 03820 <b>(603) 285-9460</b>	120 Main Street, Farmington, NH 03835 <b>(603) 755-2883</b>
<b>Rochester Education Center</b>	<b>Somersworth Children's Center</b>
150 Wakefield Street Rochester, NH 03867 <b>(603) 285-9461</b> *Located in the James Foley Memorial Community Center	46 Stackpole Road Somersworth, NH 03878 <b>(603) 817-5458</b> *Located inside Idlehurst Elementary School

## Family Resource Centers

<b>Dover FRC</b>	<b>Rochester FRC</b>
577 Central Avenue, Suite 50 Dover, NH 03820 <b>(603) 435-2500</b>	10 Cold Spring Manor Rochester, NH 03867 <b>(603) 435-2500</b>

## Food Pantries

<b>Dover</b>	<b>Rochester</b>
577 Central Avenue, Suite 10 Dover, NH 03820 <b>(603) 435-2500</b>	10 Cold Spring Manor Rochester, NH 03867 <b>(603) 435-2500</b>

## **History Of Community Action**

Community Action Agencies came about as a result of President Lyndon B. Johnson's Economic Opportunities Act of 1964, during a time when America's poverty rate was at a crushing 19%. A Community Action Agency (CAA) is a local organization with the mission of reducing poverty through locally designed and delivered programs and services, targeted to the specific needs of the community. CAAs exist in virtually every county in the U.S., numbering more than 1,000 nationwide, including five in New Hampshire. They are connected by a common goal of preventing and reducing poverty through access to employment opportunities, housing assistance, nutrition services, family support, and more.

## **Community Action in Strafford County**

CAPSC is the sole provider in Strafford County to offer a full suite of programs and services designed to have a measurable impact on the health and welfare of children, seniors, and people experiencing low incomes. Without the services provided by our agency, many local residents would be without a means to provide for their basic needs, including food, education, child care, utilities like heat and electricity, transportation, housing, emergency shelter, and access to other services.

CAP of Strafford County has nearly 150 employees and a dedicated network of volunteers. We are funded by federal, state, and local funds with a \$20 million operating budget. We also receive United Way grants, foundation and charitable grant funds, fees for service, and philanthropic support.

## **The Promise of Community Action**

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

# Child & Family Services

## **HEAD START**

Head Start is a national school readiness program for children ages 3-5. Our highly qualified staff provide comprehensive education, health, nutrition, and parent engagement services to eligible families in Strafford County. We strive to prepare kids for success in school and beyond, and we want parents to be involved every step of the way.

**Head Start is for children ages 3-5.**

### **Head Start provides:**

- High quality early education 5 days a week
- Nutritious breakfast and lunch for enrolled children
- Individualized curriculum
- Inclusive programs for children with disabilities or developmental delays
- Health screenings including dental, vision, and hearing
- Access to mental health and nutrition professionals
- Family support through home visits and access to a family advocate
- Parent involvement and volunteer opportunities
- Educational field trips and special events







## HEAD START REGISTRATION REQUIREMENTS

- Child's birth certificate OR at least two of the following to verify date of birth:
  - passport
  - hospital record showing age and date of birth
  - census record
  - family bible record
- Immunization records
- Proof of income for the past 12 months
- Children must be at least 3 years of age by September 30th

**Children do NOT have to be toilet trained.**

## PROGRAM LOCATIONS

<b>Dover</b>		577 Central Ave. (603) 285-9460
<b>Farmington</b>		120 Main St. (603) 755-2883
<b>Rochester</b>		150 Wakefield St. (603) 285-9461
<b>Somersworth</b>		46 Stackpole Rd. (603) 817-5458

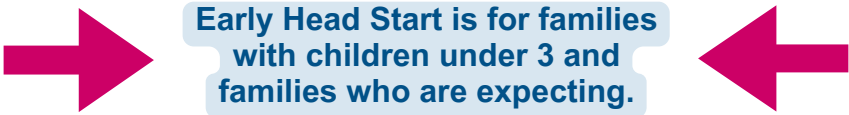
## CONTACT US

Do you have questions? Are you interested in applying?

Call (603) 435-2500 extension 1116  
OR  
Email [headstart@straffordcap.org](mailto:headstart@straffordcap.org)

## **EARLY HEAD START**

Early Head Start provides year-round child development and family support services to eligible families. Our staff partner with families weekly to create opportunities that support secure relationships and growth in all areas of development. The program includes infant-toddler activities, comprehensive health care, nutrition, education, and social services for enrolled children and their families.



### **Early Head Start provides:**

- Home-based and center-based services
- Caring and nurturing environment for infants and toddlers
- Age-appropriate activities that promote development
- Access to diapers, wipes, and formula
- Parent and family education and support services, including referrals to other community resources
- Monthly opportunities for parent involvement, field trips, and weekly socialization

**Priority given to families with income below federal poverty guidelines; those receiving Temporary Assistance to Needy Families or Social Security Insurance; those who are homeless or foster children.**



## EARLY HEAD START REGISTRATION REQUIREMENTS

- Child's birth certificate OR at least two of the following to verify date of birth:
  - passport
  - hospital record showing age and date of birth
  - census record
  - family bible record
- Immunization records
- Proof of income for the past 12 months
- For expecting families and families with children under 3

## PROGRAM LOCATIONS

**Dover**



577 Central Ave.  
(603) 285-9460

**Farmington**



120 Main St.  
(603) 755-2883

**Rochester**



150 Wakefield St.  
(603) 285-9461

## CONTACT US

Do you have questions? Are you interested in  
applying?

Call **(603) 435-2500 extension 1116**

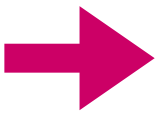
OR

Email **headstart@straffordcap.org**



## **EARLY EDUCATION PROGRAM**

The Early Education Program is another option for childhood care and education here at CAPSC. This program is available year-round for children ages 6 weeks to 5 years. The program operates 5 days a week from 7:00am to 5:30pm, offering full-time care and education for eligible children. All enrolled children receive breakfast, lunch, and snacks as part of the program.



**The Early Education Program  
is for children ages 6 weeks  
to 5 years.**



### **The Early Education Program provides:**

- High quality full day care and education
- Nutritious meals served daily
- A safe environment for children to explore and grow under the nurturing guidance of their teachers
- Daily curriculum that is intended to foster a child's social, emotional, physical, and cognitive growth
- Wide variety of developmentally appropriate experiences

**We believe children develop confidence, creativity, and lifelong critical thinking skills through purposeful play and learning activities that require active thinking and experimentation.**



## EARLY EDUCATION PROGRAM REGISTRATION REQUIREMENTS

- Immunization records
- Children must be 6 weeks to 5 years of age

**Children do NOT have to be toilet trained.**

## PROGRAM LOCATIONS

**Dover**



577 Central Ave.  
(603) 285-9460

**Farmington**



120 Main St.  
(603) 755-2883

## EMERGENCY CLOSURES

If our centers have to close due to weather or other unforeseen circumstances, we will post this information online at WMUR.com, on the WMUR television channel, and on the Community Action Partnership of Strafford County Facebook page:

**[www.facebook.com/capofstraftfordcounty](https://www.facebook.com/capofstraftfordcounty)**

## CONTACT US

Do you have questions? Are you curious about current openings, rates, or scheduling a tour?

Call **(603) 435-2500 extension 1116**

OR

Email **[headstart@straftfordcap.org](mailto:headstart@straftfordcap.org)**

## **EARLY CHILDHOOD RESOURCE NETWORK**

The Early Childhood Resource (ECR) Network strengthens early childhood programs by providing back-office support and other services that save time and money.



### **Save Time**

The ECR Network will assist you in increasing efficiency through automation. We will guide you in integrating Procure Online's childcare management platform and mobile app, with features like tuition collection, enrollment, parent engagement, and more.

### **Access Experts**

The ECR Network offers resources, guidance, and technical assistance in the following areas:

- Business automation and technology
- Licensing compliance and quality improvement
- Bookkeeping, budgeting, and financial statements
- Collaboration and partnership

### **Learn in Community**

The ECR Network offers training around educational and business practices. Topics covered can include:

- Tax prep for childhood centers
- Classroom strategies for language development delays
- Kindergarten readiness and screening
- Business management
- Interviewing and HR guidance

## WHO IS ELIGIBLE?

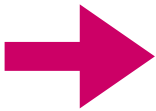
Childcare programs must meet the following requirements:

- Be located in Rockingham or Strafford County
- Be a licensed childcare center with no more than 100 children enrolled
- Have been in business for at least 12 months
- Have access to a computer and reliable internet connection\*

**\*If you are interested but don't have access to appropriate technology or internet, please contact us. We may have funding opportunities for you.**

## HOW TO APPLY

- 1** Reach out! Fill out the interest form on our website: [www.straftfordcap.org/ecrnetwork](http://www.straftfordcap.org/ecrnetwork)
- 2** We will set up a 20-30 minute call to understand your program's needs, then send you an official application.
- 3** Once accepted, we will immediately begin with Procure Online training, set-up, and use.
- 4** Additional resources and support will be delivered as you identify the need.



**Your first six months' Procure  
Online license is on us - a \$500  
value!**



## CONTACT US

Do you have questions? Would you like to learn more?

Please fill out the interest form on our website:

[www.straftfordcap.org/ecrnetwork](http://www.straftfordcap.org/ecrnetwork)

And we will reach out to you!

## **FAMILY RESOURCE CENTERS**

The purpose of our Family Resource Centers (FRC) is to create stronger families and build bonds across generations. We know parenting isn't easy, but we hope to make it easier by offering free parenting classes, playgroups, and community activities throughout Strafford County. Additionally, free drop-in services are available at both of our FRC locations during designated hours.

### **Drop-in services include:**

- Play groups
- Play areas for family activities
- Diapers (upon availability)
- Computer access
- Developmental screenings for children ages 0-6 **by appointment only**
- Qualified staff to answer questions on health and behaviors
- Consultation on programs and classes
- Additional concrete support and referrals to outside services

### **FAMILY RESOURCE CENTER LOCATIONS**

#### **Dover**

577 Central Avenue,  
Suite 50



#### **Drop-in Hours:**

Thursday 9am - 2pm

#### **Rochester**

10 Cold Spring Manor



#### **Drop-in Hours:**

Monday, Tuesday,  
Wednesday 9am - 4pm

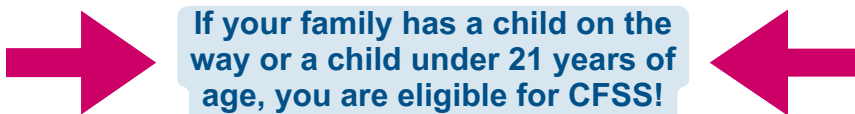
**There are NO prerequisites to receive help or participate in our activities at the FRC.**

## FRC PROGRAMS AND SERVICES

The specialized programs offered by our Family Resource Centers are designed to promote healthy physical and emotional development for families by providing individualized support and education. We offer a helping hand through a range of services that focus on the whole family. There are no prerequisites for any of these programs.

### **COMPREHENSIVE FAMILY SUPPORT SERVICES**

Comprehensive Family Support Services (CFSS) is a preventative program designed to reduce the risks of child abuse and neglect. Parenthood is full of challenges, and we believe sometimes you need a helping hand to get through them. Our family support specialists provide one-on-one guidance and education to help families achieve personal goals and grow stronger together.



#### **We can help you:**

- Feel empowered as parents
- Improve your coping skills
- Learn positive discipline techniques
- Learn more about child development
- Create consistent schedules
- Connect with resources
- Access support with medical/social service appointments and school meetings

**Our services can take place at home, at one of our CAPSC locations, or in the community. Services are free, voluntary, and confidential.**

## **HEALTHY FAMILIES AMERICA**

Healthy Families America (HFA) is a support program for new families. Services within this program are completely free and voluntary, and they can be received when and where you need them. Our goal is to accompany families through the life-changing transition to parenthood, answering any questions that may arise along the way.

**If your family has a child on the way or a child under 3 years of age, you are eligible for HFA!**

### **We can help you:**

- Prepare to bring your baby home from the hospital
- Have a healthy pregnancy and delivery
- Feel confident in parenting
- Cope with the stress of raising a family
- Access information to keep your baby healthy and safe
- Get resources and help
- Connect with other parents
- Understand your baby's emotions, needs, cues, and behaviors
- Understand and identify depression and how to get help

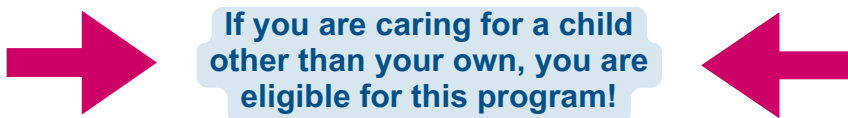
**HFA is customized to each family's needs. Services are free, voluntary, & confidential.**





## **KINSHIP NAVIGATION PROGRAM**

Our Kinship Navigation Program is directed towards kinship caregivers providing full-time care to children other than their own. Kinship caregivers may be grandparents, other relatives, or close friends who step up to raise children whose biological parents are unable to care for them. This is often a challenging role to take on, so the Kinship Navigation Program has been implemented statewide to offer guidance and support. Participation is free, voluntary, and confidential.



### **We can help with:**

- Food assistance
- Gas to get to appointments
- School supplies
- Tutoring
- Legal aid
- Bus passes
- Health insurance
- Additional financial assistance
- Parenting and PASTA playgroups
  - PASTA (Parenting A Second Time Around) helps grandparents and other kinship caregivers build skills, develop supports, and offer ideas to relieve stress, stay healthy, and care for themselves while caring for others

## **CONTACT US**

Do you have questions? Are you interested in learning more about our Family Resource Centers?

Call **(603) 435-2500, extension 1200**

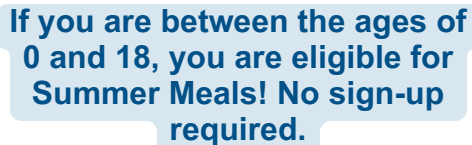
OR

Email **[familyresourcecenter@straffordcap.org](mailto:familyresourcecenter@straffordcap.org)**

# Food & Nutrition Services

## SUMMER MEALS PROGRAM

Our Summer Meals Program ensures that children continue to receive nutritious meals when school is not in session. We provide free breakfast and lunch to children ages 0-18 (babies and toddlers included) at sites throughout Strafford County. Our hope for these efforts is to eliminate food insecurity in children.



**If you are between the ages of 0 and 18, you are eligible for Summer Meals! No sign-up required.**

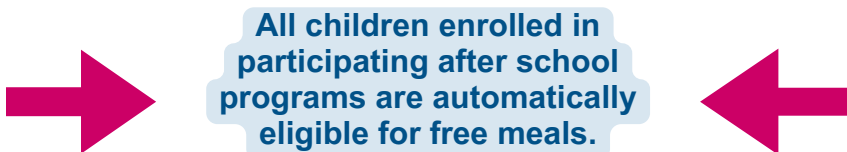
- We serve over 40,000 Summer Meals each summer
- Meals are prepared daily to meet United States Department of Agriculture Food and Nutrition Services guidelines
- **Meal distribution sites are subject to change. If you are interested in hosting a meal site, or if you're looking for the most up-to-date locations, please visit [www.traffordcap.org/summer-meals](http://www.traffordcap.org/summer-meals)**

## CHILD AND ADULT CARE FOOD PROGRAM

The Child and Adult Care Food Program (CACFP) is a federal program that provides monetary reimbursement to organizations that offer nutritious snacks and meals to children and seniors. This program allows us to provide free breakfast, lunch, and snacks to the children enrolled in our Head Start, Early Head Start, and Full Day Programs. Additionally, CACFP helps us provide meals to summer schools and summer camps throughout Strafford County.

## **AT RISK AFTER SCHOOL PROGRAM**

The At Risk After School (ARAS) Program is another component of the Child and Adult Care Food Program (CACFP). Federal funding is offered to after school programs so they can provide free dinner and snacks to participating children. ARAS is currently serving Idlehurst Elementary School and Somersworth Middle School, but locations are subject to change.



## **THE EMERGENCY FOOD ASSISTANCE PROGRAM**

The Emergency Food Assistance Program (TEFAP) is a federal program that helps feed Americans with low incomes by providing emergency food assistance at no cost. TEFAP provides bulk commodities of food to food pantries, homeless shelters, soup kitchens, and non-profit charitable organizations throughout New Hampshire.

**CAPSC relies on USDA food items from TEFAP to keep its food pantries stocked.**

### **HOW IT WORKS**

- 1** CAPSC organizes TEFAP distributions every other month. Bonus distributions take place occasionally.
- 2** The bulk food commodities are delivered to a location that is large enough to hold all the product.
- 3** Representatives from food pantries throughout Strafford County visit the location to pick up their share.
- 4** CAPSC representatives transport the remaining items to its own food pantries in Dover and Rochester.

## **HOLIDAY FOOD BASKET PROGRAM**

Every year, CAPSC seeks food and financial donations to provide Thanksgiving and winter holiday food baskets to families in need. Hundreds of baskets are distributed each year. We believe everyone deserves a joyful holiday, so we encourage all families to sign up! There are no prerequisites for this program.

### **HOW TO APPLY**

**Online:** Visit [www.straftfordcap.org/holiday-food-baskets](http://www.straftfordcap.org/holiday-food-baskets)

**By Phone:** Give us a call at **(603) 435-2500 ext. 8136**

**In Person:** Come see us at our Dover outreach office

## **FOOD PANTRIES**

CAPSC has two food pantries that provide pre-packed grocery items to individuals and families in need. The Rochester location also offers a self-shopping experience. We aim to reduce malnutrition by providing access to nutritious foods and supplies to anyone who walks through our doors. There are no requirements, just stop by!

### **FOOD PANTRY LOCATIONS**

#### **Dover**

577 Central Ave, Suite 10  
**(603) 435-2500 ext. 8136**



#### **Hours:**

Monday - Friday  
8:30am - 4:30pm

#### **Rochester**

10 Cold Spring Manor  
**(603) 435-2500 ext. 8136**



#### **Hours:**

Tuesday  
12:00pm - 4:00pm

**Do you need food today? Come and visit us.**

# Energy Services

## **ELECTRIC ASSISTANCE PROGRAM**

The Electric Assistance Program (EAP) gives eligible customers a discount on their monthly electric bills. The discount ranges from 8% to 76% depending on your gross household income and household size. This discount can make your electric bills more affordable, help waive late fees and deposits, and prevent service disconnects.



**Benefits and participation are subject to availability of funds.**

### **Companies that participate in the program:**

- New Hampshire Electric Cooperative
- Eversource
- Unitil

## **HOW TO APPLY**

### **In Person**

Visit our Dover Outreach office to pick up an application in person.

### **Online**

Visit [www.straftfordcap.org](http://www.straftfordcap.org) to download and print your application or apply online.

### **By Mail or Email**

To get an application by mail or email, please contact us.

Email **CapDoverOutreach@straftfordcap.org**

OR

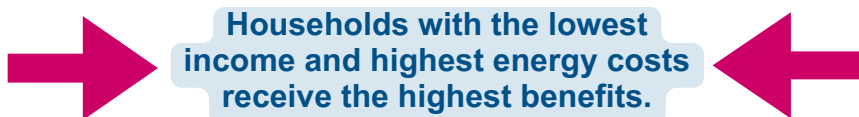
Call **(603) 435-2500**

**Paper applications are taken through our Dover outreach office by appointment and by mail, or you can submit an online application at [straftfordcap.org](http://straftfordcap.org).**

**Applications are open year-round!**

## **FUEL ASSISTANCE PROGRAM**

The Fuel Assistance Program (FAP) is funded by the Low-Income Home Energy Assistance Program (LIHEAP), and it provides qualified households with assistance in paying their heating bills during the winter months. Benefits are calculated based on household size, household income, housing type, and energy costs. Payment is made directly to the fuel vendor.



**Fuel Season runs from December 1st through April 30th**

### **HOW TO APPLY**

#### **In Person**

Visit our Dover Outreach office to pick up an application in person.

#### **Online**

Visit [www.straftfordcap.org](http://www.straftfordcap.org) to download and print your application or apply online.

#### **By Mail or Email**

To get an application by mail or email, please contact us.  
Email **CapDoverOutreach@straftfordcap.org**  
OR  
Call **(603) 435-2500**

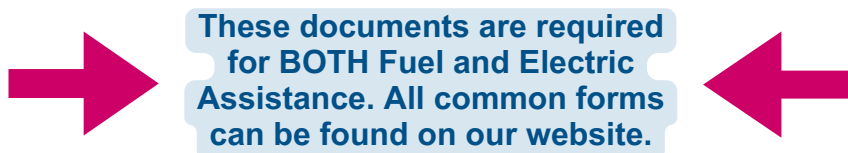
**Paper applications are taken through our Dover outreach office by appointment and by mail, or you can submit an online application at [straftfordcap.org](http://straftfordcap.org).**

Mailing address: CAPSC  
Attn: Fuel Assistance Dept.  
577 Central Ave., Suite 10  
Dover, NH 03820

**Applications are open from July 1 - April 30.**

## Required Document Checklist for **BOTH FUEL AND ELECTRIC ASSISTANCE**

Below is a list of forms and documents that are required to apply for fuel and electric assistance. Please use this checklist to ensure that your application is complete with all necessary documentation. All common forms are printable and on our website. Additional documents may be requested depending on the circumstances.



### **DOCUMENTATION OF INCOME**

Gross wages for all household members for the last 30 days prior to your application date.

- 5 pay stubs if paid weekly
- 3 pay stubs if paid bi-weekly
- 2 pay stubs if paid monthly

Examples of required income: employment; pensions; retirement; civil service; unemployment; workers' compensation; bank interest and dividends; self-employment; annuities; alimony; any income received by the Social Security Administration.

### **PROOF OF STATE AND CITY ASSISTANCE**

If you have received assistance from your local town welfare agency or the Department of Health and Human Services (Food Stamps, TANF, APTD, OAA, FAP, NHEP, etc.), you will need a copy of the most recent decision letter.

### **CHILD SUPPORT PAID OUT AND RECEIVED**

A child support form must be completed for households where only one biological parent resides. If you pay child support, provide proof of receipts within the application income period.



## **NO OR LOW INCOME FORM**

Anyone 16 years or older with no or low income, who is not in high school, must complete a Low/No Income Form. Assistance Form may be requested if help is received outside of the home.

## **PROOF OF SELF EMPLOYMENT**

Any household member that is self-employed is required to provide a copy of their SIGNED current tax return along with the Schedule C and all supporting schedules.

## **TAX RETURN**

All applicants must provide a copy of their most recent IRS Tax Return. Any adult household members that did not file will need to complete a 4506-T to confirm non-filing.

## **PROOF OF RESIDENCY**

Renters with heat included are required to have a Landlord/Tenant Verification form completed by the landlord. Homeowners must provide proof of a mortgage statement or property tax bill.

## **SOCIAL SECURITY CARDS AND DATES OF BIRTH**

For all household members, if applicable.

## **FUEL VENDOR: ACCOUNT NUMBER AND USAGE**

Vendor must be established before your application date. If you have used the same vendor for the past 12 months, please provide 12 months of fuel costs.

## **ELECTRIC AND FUEL BILL**

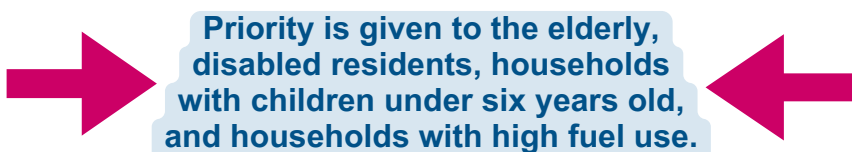
Most recent electric bill (Eversource, NH Electric Co-op, or Unitil), and most recent fuel bill.

## **CONTACT US**

Do you have questions about the application process? Please call **(603) 435-2500**, and press **2** when you hear the automated attendant.

## **WEATHERIZATION ASSISTANCE PROGRAM**

The Weatherization Assistance Program (WAP) is a statewide program administered by the New Hampshire Department of Energy. The goal of the program is to reduce the costs associated with heating and cooling a home while increasing air quality for the residents. CAPSC works with eligible families to make home improvements that improve energy efficiency, therefore reducing dependency on fuel assistance.



### **Home improvements may include:**

- Installing insulation
- Installation of carbon monoxide and smoke detectors
- Air sealing the home
- Upgrading old appliances
- Heating system upgrades
- Weather stripping

## **HOW IT WORKS**

- 1** Sign Up For Fuel Assistance: In order to be eligible, you must be participating in the Fuel Assistance Program.
- 2** Home Energy Audit: Meet with a weatherization specialist to find out where improvements are needed.
- 3** Set Up A Home Visit: Trained, licensed technicians will visit your home and make improvements.

## **CONTACT US**

Do you have questions? Are you interested in applying?

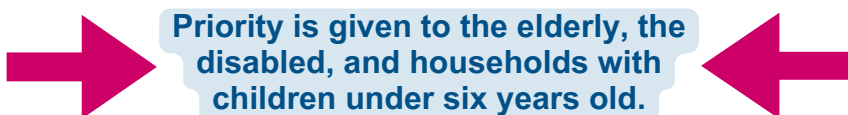
Call **(603) 435-2500 extension 2350**

OR

Email **[weatherization@straffordcap.org](mailto:weatherization@straffordcap.org)**

## **HEATING REPAIR AND REPLACEMENT PROGRAM**

The LIHEAP-funded Heating Repair and Replacement Program (HRRP) is designed to assist income eligible clients with emergency heating system repairs or replacements. Heating systems which are defective or unsafe to operate are repaired or replaced **while funding is available.**



### **ELIGIBILITY**

- Income eligibility is based on the **Fuel Assistance Program/Electric Assistance Program** application
- There is a wait list for this program, so it's important to check "YES" to Weatherization when completing the FAP/EAP application

## **NEIGHBOR HELPING NEIGHBOR PROGRAM**

The Neighbor Helping Neighbor Program is designed to help utility customers who experience a financial hardship or emergency but do not qualify for other government-funded energy assistance programs. Grants are designed to prevent these customers from having their utility services disconnected because they are unable to pay their bills.

### **HOW IT WORKS**

- 1** Neighbor Helping Neighbor is a non-profit that raises the funds for CAPSC to use.
- 2** CAPSC determines who is eligible, and funds are distributed directly to the utility on behalf of the client.
- 3** Clients in need should make an appointment with our fuel/electric team to discuss options and eligibility.

## **GIFT OF WARMTH**

CAPSC raises money annually through the Gift of Warmth Campaign in partnership with Seacoast Media Group, a local news source out of Portsmouth, NH. Each year as fuel season approaches, CAPSC and Seacoast Media Group collect donations to distribute through our Fuel Assistance Program. Unlike federal funds, these donations come with no strings attached. This allows us to respond to community needs with immediacy and flexibility.



### **Who can we help?**

- Individuals who have expanded their energy benefit
- Individuals experiencing financial hardship who don't qualify for assistance with federal funds
- Individuals and families presented with situations that threaten their ability to remain safely housed

## **HOW IT WORKS**

- 1** Funds raised by CAPSC and the Seacoast Media Group are donated to our Fuel Assistance Program.
- 2** CAPSC staff decide how to distribute the funds in order to meet client and community demand.
- 3** Beneficiaries will meet with a CAPSC staff member who can connect them to other programs and services so the crisis does not repeat itself.

## **CONTACT US**

Do you have questions about these three programs?

Would you like to learn more?

Please call **(603) 435-2500** and press **2** when you hear the automated attendant.

# Homeless & Housing Services

## **HOMELESS OUTREACH**

Our Homeless Outreach and Intervention Program conducts direct visitations to encampments throughout Strafford County to provide water and non-perishable food, propane exchanges, and referrals to appropriate services.

## **DROP-IN CENTER**

Our Drop-In Center provides a safe place to get essential supplies and services for living outdoors, and we offer assistance towards gaining housing. Stop by for a place to cool down in the summer, or to warm up in the winter.

Supplies and Services	Assistance
<ul style="list-style-type: none"><li>• Coffee, water, &amp; Gatorade</li><li>• Snacks</li><li>• Toiletries</li><li>• Clothing</li><li>• Internet access</li><li>• Phone for client use</li><li>• Phone acquisition</li><li>• Access to CAPSC food pantry</li><li>• Long distance bus/Lyft rides to shelter or services</li><li>• Rides and/or support for court cases</li><li>• Primary Healthcare Med Bus visits on Wednesdays</li></ul>	<ul style="list-style-type: none"><li>• Assistance applying for government benefits</li><li>• Help with applying for housing assistance</li><li>• ID/Driver license assistance</li><li>• Assistance with obtaining important documents</li><li>• Assistance with locating and securing recovery services</li><li>• Internal referrals for victims of domestic violence</li></ul>

## **CONTACT US**

To reach us at the drop-in center, please call  
**(603) 435-2500 extension 4010**

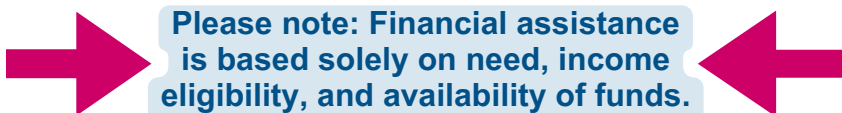
Or visit us at 577 Central Avenue, Suite 20, Dover, NH  
Monday-Friday from 9:00am - 12:00pm, & 1:00pm - 4:30pm

## **HOUSING SERVICES**

The purpose of our housing services is to find shelter or secure housing for clients who find themselves homeless or at risk of homelessness. Services may include short-term assistance to prevent eviction, secure housing for those who are suddenly homeless, and referral services for individuals and families in need of emergency shelter. These services are offered through our Housing Stabilization Program, Homelessness Prevention Program, and Domestic Violence Housing Support Program.

### **EMERGENCY SOLUTIONS GRANT**

The Emergency Solutions Grant is a source of funding from the US Department of Housing and Urban Development. The purpose of this grant is to prevent and reduce homelessness, so CAPSC uses the funding to offer a Housing Stabilization Program and Homelessness Prevention Program. Both programs offer similar services, but they differ in eligibility. Services and eligibility requirements are listed below.



#### **Financial assistance may include:**

Moving Costs	Security Deposits	Rental Assistance	Unpaid Back Rent
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#### **Disclaimer: Unpaid Back Rent**

If you are in need of assistance with unpaid back rent, please contact your local welfare office. CAPSC does not help with unpaid back rent unless your local welfare office is unable to. We will request documentation that shows you took this step before coming to us.

## HOUSING STABILIZATION PROGRAM ELIGIBILITY REQUIREMENTS

- Individuals at risk of homelessness may qualify
  - These individuals must fit HUD's definition of at risk homelessness
- Individuals must be below 80% AMI (average median income)
- Sufficient income may be required to maintain housing after assistance ends

**Individuals experiencing homelessness do not qualify for this program, but similar services are available through the Homelessness Prevention Program.**

## HOMELESSNESS PREVENTION PROGRAM ELIGIBILITY REQUIREMENTS

- Individuals experiencing homelessness may qualify
  - These individuals must fit HUD's definition of homelessness
- Individuals at risk of homelessness may also qualify
  - These individuals must fit HUD's definition of at risk homelessness
- Individuals must be below 30% AMI (average median income)
- Sufficient income may be required to maintain housing after assistance ends

### Need assistance with an eviction?

For assistance with an eviction, please contact 603 Legal Aid at **(603) 224-3333**. They provide free legal services to people with unstable incomes.

## CONTACT US

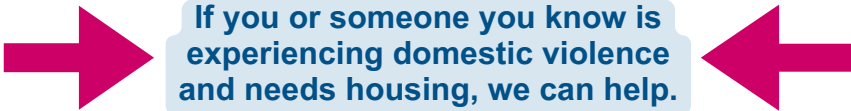
Do you have questions? Would you like to learn more about these programs?

Please call **(603) 435-2448**



## **DOMESTIC VIOLENCE HOUSING SUPPORT PROGRAM**

We act as a resource for individuals and families throughout the state who are fleeing or attempting to flee domestic violence and need housing. Whether currently in crisis or in preparation for a safer future, survivors can work with our staff to prevent homelessness, find shelter, and get access to the many crisis centers located throughout New Hampshire.



**Our goal is to help survivors feel safe, to prevent and minimize the trauma and dislocation caused by homelessness, and to support self-sufficiency.**

### **Our services include:**

- Coordinating supportive services tailored to each individual and/or family with a focus on safety and housing
- Assistance in receiving housing case management in collaboration with all NH Victim Service Providers
- Collaborative care with the survivor's local domestic and sexual violence crisis agencies
- Assistance in connecting individuals and/or families with mainstream resources and local community partners
- Assistance in accessing diversion and prevention services, rapid re-housing, and permanent housing through the NH Coordinated Entry Program

## **CONTACT US**

Do you have questions? Want more information?

Call **(603) 435-2500 extension 8122**

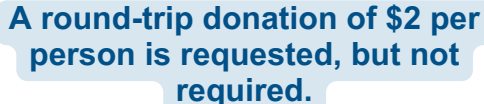
OR

Email **cindyj@straffordcap.org**

# Senior Services

## **SENIOR TRANSPORTATION PROGRAM**

The Senior Transportation Program offers quality transportation services to Strafford County residents that are 60 years old and older. The CAPSC bus provides door-to-door transportation to grocery stores, shopping plazas, and pharmacies in the area, allowing seniors to maintain independence.



**A round-trip donation of \$2 per person is requested, but not required.**

## **HOW TO SCHEDULE A RIDE**

Do you need to schedule a ride? Please plan ahead!

**You will need to contact TripLink by 11:00am one business day before you would like a ride.**

### **Schedule Online**

To schedule a ride online, please visit:  
[www.traffordcap.org/senior-transportation](http://www.traffordcap.org/senior-transportation)

Then scroll down to "Find a Ride"

### **Schedule by Phone**

To schedule a ride by phone, please call TripLink at  
**(603) 834-6010**

After you contact TripLink, the scheduler will give you a pick-up time for the day of your ride. If you would like to set up weekly rides, let the scheduler know, and you won't have to call every week.

## SENIOR TRANSPORTATION ROUTES BY LOCATION

### Barrington and Durham

**Thursday AM:** Lee Market Basket Shopping Center

### Farmington

**Friday AM:** Lilac Mall, Market Basket

### Dover

**Tuesday AM:** Hannaford, Shaw's, Market Basket, Walmart, Target

**Tuesday PM:** Hannaford, Shaw's, Market Basket, Walmart, Target

**Wednesday PM:** Hannaford, Shaw's, Market Basket, Walmart, Target

**Alternating Fridays PM:** Walmart, Fox Run Mall, Kohl's, Christmas Tree Shops, Shaw's, Market Basket

### Rochester, East Rochester, and Gonic

**Wednesday AM:** Lilac Mall, Market Basket, Walmart

**Thursday PM:** Lilac Mall, Market Basket, Walmart

**Alternating Fridays PM:** Walmart, Fox Run Mall, Kohl's, Christmas Tree Shops, Shaw's, Market Basket

## IMPORTANT INFORMATION

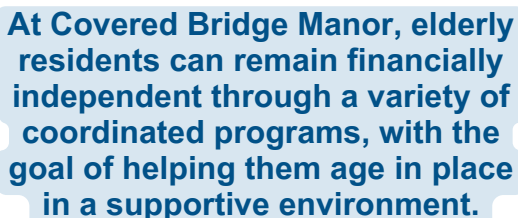
- There is no bus service on Mondays
- We do not transport to medical appointments
- **Bus routes are subject to change. Please reference our website for the most up-to-date information:**  
**[www.straftfordcap.org/senior-transportation](http://www.straftfordcap.org/senior-transportation)**

## CONTACT US

Do you have questions? Would you like to schedule a ride?  
Call TripLink at **(603) 834-6010**

## **SUPPORTIVE HOUSING FOR THE ELDERLY**

Supportive Housing for the Elderly helps to expand the supply of affordable housing for senior citizens **(62 and older)** with low incomes. This is a federal program funded by the Department of Housing and Urban Development (HUD). Using these funds, we have partnered with the Dover Housing Authority to maintain affordable senior housing at **Covered Bridge Manor**.



**At Covered Bridge Manor, elderly residents can remain financially independent through a variety of coordinated programs, with the goal of helping them age in place in a supportive environment.**

### **FAST FACTS**

- Affordable HUD-subsidized housing
- 26 units at Covered Bridge Manor
- Building is safe, secure, and smoke-free
- Heat and utilities are included in rent
- Community rooms and laundry facility are available for resident use
- Regular programs and activities hosted for residents

### **LOCATION**

**280 County Farm Road, Dover, NH 03820**

### **CONTACT US**

Do you have questions? Are you interested in applying?  
Please call the Dover Housing Authority  
**(603) 742-5804**

**Please note: Application and screening is provided solely through the Dover Housing Authority. CAPSC does not accept or process applications for senior housing.**

# Resources

## **COMMUNITY RESOURCES**

In order to help families find what they need beyond our CAPSC programs, we have compiled this list of local and state-wide businesses, agencies, and organizations providing assistance.

### **FOOD AND BASIC NEEDS**

- Barrington Food Pantry: (603) 664-0233
- Commodity Supplemental Food Program: (603) 271-4239
- Community Food Pantry: (603) 692-2907
- Cornucopia Food Pantry: (603) 862-1165
- Department of Health & Human Services: (603) 332-9120
- Gather: (603) 436-0641
- Gerry's Food Pantry: (603) 330-3468
- Grace Food Pantries: (603) 332-9689
- Interfaith Food Pantry: (603) 755-4816
- Joseph's Storehouse: (603) 664-0550
- New Durham Food Pantry: (603) 817-0372
- NH Easy Gateway to Services: 1 (844) 275-3447
- Operation Blessing Inc.: (603) 430-8561
- Salvation Army Daily Bread: (603) 332-2623
- Seeds of Faith Food Pantry: (207) 703-3185
- SHARE Fund: (603) 335-0011
- Social Security Office: (888) 397-9796
- St. Thomas Moore Food Pantry: (603) 868-2666
- Rochester Fellowship Kitchen: (603) 948-1225
- We Care Food Pantry: (603) 923-9456
- WIC & WIC Breast Feeding Support: (603) 332-4358

### **TRANSPORTATION**

- COAST: (603) 743-5777
- Medicaid Transportation: (844) 259-4780
- TripLink: (603) 834-6010

## **MENTAL HEALTH**

- Catholic Charities New Hampshire: (603) 332-7701
- Center for Grieving Children: (207) 775-5216
- Community Partners: (603) 516-9300
- Great Bay Mental Health Associates: (603) 742-9200
- HELP4MOMS: (833) 943-5746
- National Alliance on Mental Health NH: (603) 225-5359
- Postpartum Support International: (800) 944-4773
- Rapid Response Access Point: 988

## **SUBSTANCE USE AND RECOVERY PROGRAMS**

- Hope on Haven Hill: (603) 841-2350
- NH Harm Reduction Coalition: Info@nhhrc.org
- Safe Harbor Recovery Center: (877) 369-0928
- SOS Recovery Community Organization: (603) 841-2350
- Southeastern NH Alcohol and Drug Abuse Services: (603) 516-8160
- The Doorway: (603) 609-6690
- Triangle Club: (603) 742-9803

## **HOUSING AND HOMELESS SERVICES**

- 211 NH: 211 or (866) 444-4211
- Housing Choice Voucher Program: 1-800-955-2232
- HUD: (800) 569-4287
- New Hampshire Legal Aid: (800) 639-5290
- Southeast NH Habitat for Humanity: (603) 433-9555

## **SHELTER**

- Cross Roads House: (603) 436-2218
- Haven: (603) 994-7233
- Homeless Center of Strafford County: (603) 332-3065
- My Friend's Place: (603) 749-3017
- New Generation: (603) 436-4989
- Seacoast Family Promise: (603) 658-8448

## **VETERANS SERVICES**

- Department of Veterans Affairs: (800) 698-2411
- EasterSeals NH - Veterans Count: (603) 315-4345
- Harbor Care: (603) 882-3616
- Help for Homeless Veterans Helpline: (877) 424-3838
- VA Medical Center: (603) 624-4366
- Veteran Crisis Line: Dial 988 and press 1
- Vouchers for Veterans: (603) 817-6030

## **MEDICAL AND DENTAL PROVIDERS**

- Adult and Children's Medicine of Dover: (603) 742-2263
- Dover Women's Health: (603) 742-2424
- Families First: (603) 422-8208
- Garrison Women's Health (OB-GYN, Infertility, LGBTQ+ Care): (603) 742-0101
- Goodwin Community Health: (603) 749-2346
- Great Outdoors Pediatric Dentistry: (603) 343-1228
- Help me Grow Pediatric Rehab Services: (603) 842-5351
- Lakeside Smiles Pediatric Dentistry: (603) 280-4500
- Lilac City Pediatrics: (603) 749-2346
- Salmon Falls Family Health Care: (603) 692-4018
- Seacoast Pediatric Dentistry: (603) 749-2900
- South Berwick Family Practice: (207) 384-4949
- Wentworth-Douglass Community Dental Center: (603) 749-3013
- Zebra Crossings: (603) 312-2052

## **EMPLOYMENT AND EDUCATION**

- Dover Adult Learning Center: (603) 742-1030
- Great Bay Community College: (603) 427-7600
- My Turn (Seacoast Learning Center): (603) 335-1177
- NH Employment Security: (603) 742-3600
- Work Ready New Hampshire: (603) 230-3534

## **EARLY INTERVENTION AND EDUCATION**

- Community Partners Early Supports: (603) 516-9300
- Idlehurst Preschool (Somersworth): (603) 692-2435
- NH Connections - Child Care Scholarship Information: (603) 578-1386
- Reach for the Top Therapy Services: (603) 740-3534
- REACH Preschool Program (Rochester): (603) 332-2146
- Valley View Community School (Farmington): (603) 755-4757
- Woodman Park Preschool (Dover): (603) 516-6700
- YMCA of Strafford County Child Care: (603) 332-7334

## **DOMESTIC VIOLENCE SERVICES**

- Child Abuse Reporting: (800) 894-5533 in-state only  
(603) 271-6562 in or out of state
- Haven: (603) 994-7233
- NH Statewide Crisis Helpline: (866) 644-3574

## **SENIOR SERVICES**

- Aging Excellence Inc.: (603) 294-0119
- Commodity Supplemental Food Program: (603) 271-4239
- Dover Senior Center: (603) 516-6436
- Meals on Wheels: (603) 692-4211
- Riverside Rest Home: (603) 742-1348
- Servicelink (Strafford County): (603) 332-7398
- Transportation Assistance for Seacoast Citizens: (603) 926-9026

## **HOME AND VEHICLE REPAIRS**

- Aging Excellence: (603) 294-0119
- Community Toolbox: SENHCTB@senhhabitat.org
- Spaulding High School Creteau Career Technology Center: (603) 332-0757



## **LOCAL WELFARE OFFICES**

- Barrington Town Welfare: (603) 664-0154
- Dover City Welfare: (603) 516-6500
- Durham Town Welfare: (603) 868-8043
- Farmington Town Welfare: (603) 755-3100
- Lee Town Welfare: (603) 534-9119
- Madbury Town Welfare: (603) 742-5131
- Middleton Town Welfare: (603) 832-1461
- Milton Town Welfare: (603) 652 4501 extension 8
- New Durham Town Welfare: (603) 859-2091 extension 4
- Rochester City Welfare: (603) 332-3505
- Somersworth/Rollinsford Town Welfare: (603) 692-9509
- Strafford Town Welfare: (603) 664-2192 extension 107
- Master Directory for Entire State

## **LEGAL AND FINANCIAL SERVICES**

- 603 Legal Aid: (603) 224-3333
- Disability Rights Center of NH: (603) 228-0432
- GLAD Transgender ID Project: (617) 426-1350
- GLAD Answers (legal information, assistance, and referrals): 1(800) 455-4523
- Immigration Legal Services: (603) 889-9431
- NH Public Defender: (603) 749-5540 & (800) 464-0652
- NH Tax Help: (603) 230-4121
- Pro Bono Referral Program of the NH Bar Association: (800) 639-5290
- UNH Criminal Practice Clinic: (603) 228-0643

## **DEATH AND GRIEVING**

- Beacon Hospice: (603) 433-2480
- Center for Grieving Children: (207) 775-5216
- Cornerstone VNA: (603) 332-1133
- Victims Inc.: (603) 335-7777
- Wentworth-Douglass Children and Family Grief Service: (603) 740-2826

## ANIMALS

- Elder Pet: (603) 767-6856
- NH Animal Population Control Program: (603) 271-3697
- NHSPCA: (603) 772-5920
- Pet Grooming, Dover High School Career Technical Center: (603) 516-6978
- Pope Memorial Humane Society: (603) 749-5322

### **Disclaimer**

**\*Please keep in mind that the above list of organizations and phone numbers may have changed since we produced this Program Guide. For the most up-to-date list of resources, please visit our website:**

[www.straftordcap.org/community-resources](http://www.straftordcap.org/community-resources)

**You can find direct links to each service there.**



Scan to find the most up-to-date list of community resources.



Scan to view the CAPSC calendar of events. Here, you can find a variety of events from support groups to social events to the weekly Mobile Health Clinic and more!



Scan to sign up for our quarterly newsletter. This will keep you informed on upcoming programs, events, and news from CAPSC.





## MAILING ADDRESS

577 Central Avenue  
Suite 10  
Dover, NH 03820



## PHONE NUMBER

(603) 435-2500



## WEBSITE

[straffordcap.org](http://straffordcap.org)

