



Changing Lives . . . One Family at a Time



**Nashua Pastoral Care Center
2008 ANNUAL REPORT**

Letter from the President

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It is with great pride that I present the 2008 Nashua Pastoral Care Center's Annual Report. We had a tremendously successful year thanks to the support of the Greater Nashua community, our staff, and our Board of Directors.

Despite a lagging economy, the Penny Drive, the Gourmet Festival & Auction, and the John P. Wirbal Memorial Golf Tournament fundraising events all netted record results; and we were fortunate to receive the financial support of many individuals and area businesses. I specifically want to thank our Gold Partner, Cirtronics, and our Silver Partners, Cityside Management and BAE Systems. These companies have served as partners to the Care Center for multiple years, and their generosity is overwhelming.

Through the agency events and grants, funds were raised to provide the Care Center with the ability to serve a record number of families in need with basic necessities. Rent, heat, electricity, food, prescriptions, dental care, security deposits and, of course, longer-term case management and therapy were provided to over 5,300 families.

I want to personally thank the Board of Directors for their selfless commitment to the Care Center. It has been a pleasure working with a dedicated group of volunteers who give of their personal time and resources over and over again. Unfortunately for the Care Center, we said farewell to six board members who together have given over forty years of service to the Care Center. I want to thank Richard Jean and Tom Enright for their commitment over the past few years. Jean Barrett is a long-time board member and has seen the agency grow from its infancy. Her

- Continued on Page 3 -

Letter from the President - *Continued*

wealth of knowledge will be sorely missed. Rich Lovering, Linda Lovering and Richard Darling, along with Jean, have all served as presidents of the organization; and their cumulative history, dedication and support will be very difficult to replace. Thank you to all. We will miss you!

An organization's success can be directly attributed to its leader, and we were fortunate to celebrate Maryse Wirbal's tenth anniversary this year as CEO of the Care Center. She has developed and guided a staff that is focused on a long-term vision for the Care Center. As a continuing board member and Greater Nashua area resident, I am excited about the programs that are being developed and how they will positively impact our community. Just this past year, two new programs were initiated: the Governor's Revolving Loan Fund and the Lead Paint Prevention Program in partnership with the City of Nashua.

It has been a privilege to serve as President of the Board of Directors for 2007-08. I am extremely proud to be associated with the Nashua Pastoral Care Center and greatly appreciate the support of the Board of Directors and the staff during the past year.

Thank you to all of our supporters. We appreciate your time, talent, and financial resources in helping the Care Center fulfill its mission "to offer support and provide services to assist individuals and families transition from crisis to self sufficiency."

Sincerely,



*Lori K. Lambert
Weisman, Tessier, Lambert & Halloran*

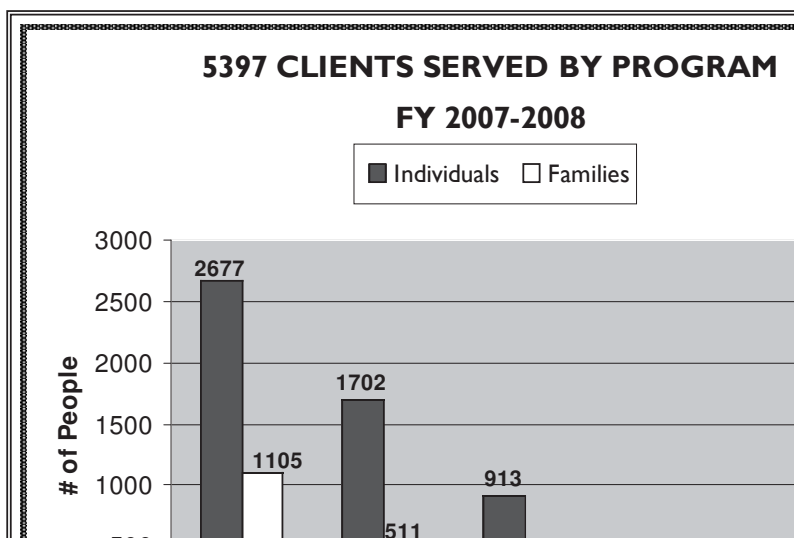


Highlights: The Year in Review

This past year was both a challenging and rewarding one for the Care Center. Not only were a record number of requests for services received, but a record number of clients were assisted - 5,397 individuals. Many were accessing services for the first time. Our presence in the Greater Nashua area continues to have a significant positive impact on the well being of its residents, particularly in the area of affordable housing.

The Care Center was involved in two new initiatives this past year. By partnering with the City of Nashua, we were able to educate families at risk about the hazards of lead paint and the ability of landlords to receive funding for proper abatement. We were also selected to administer the Governor's Revolving Loan Fund, which provides homeless families with a loan for security deposits and first month's rent.

All forecasts indicate that the difficult economic times that began last year will be with us for quite some time. Anticipating this, we have been very diligent in our efforts to continually improve the profitability of our major fundraisers as well as seek new funding sources. The Care Center received a grant to support the creation and implementation of a Planned Giving Campaign to help secure our future. This is the next logical step going forward after successfully completing our \$500,000 Endowment Campaign last year. We look forward to meeting the challenges that 2009 will bring as we continue to help those who come to us in crisis transition to self-sufficiency.



Transitional Housing

Transitional Housing is one of the original programs developed by the Care Center, and the profound impact that it has had on the lives of many young single women and their children over the last 20 years has provided the momentum for its growth and success. The subsidized housing, supportive services, case management, therapy, and structured but nurturing environment provide the ideal situation for those young families who are committed to changing their lives and taking full advantage of the opportunities that present themselves throughout this two-year process.

Aligning with our belief that education is the means by which people can grow and succeed, enrollment in some type of educational or job skills training program is a mandated component of Transitional Housing. We had the opportunity to work with 30 families over the last year, and we look forward to a promising, fulfilling future for each one.

- *88 percent of our clients graduated from an educational or job skills training program*
- *71 percent of our clients leaving the program secured permanent, affordable housing*



Rosa has been a client of the Transitional Housing program since May of 2007. Having been the victim of domestic violence, Rosa came to the Care Center seeking a better life for her children.

When Rosa first entered the program, she had nothing. The Care Center assisted her with child care expenses, food, and clothing, until she was able to adjust to her new living situation. She then began attending support groups and counseling on a regular basis.

Rosa is currently pursuing her Associate's Degree in Criminal Justice at Hesser College and is working part time in a work study program in their Financial Aid Department. Her daughter is currently attending elementary school and is a straight A student, and her son is attending a Head Start Program.



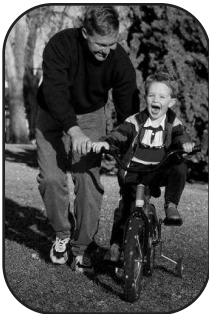
Prevention & Intervention of Homelessness

The Care Center is committed to ensuring that individuals and families either retain their current housing situation and utilities or rapidly secure new housing when it is lost. The Prevention & Intervention of Homelessness Program provides financial assistance to accomplish this, as well as case management services to address the issues that required the need for our services.

The Housing Security Guarantee Program (security deposit loan), Revolving Loan Fund (one-time mortgage assistance), and Governor's Revolving Loan Fund (security deposit and first month's rent for homeless families) all function under the umbrella of P & I. Last year a total of 913 individuals received assistance through these services.

- *79 families avoided utility disconnection through this program last year*
- *74 percent of families served remained in their permanent housing and maintained all of their utilities after receiving assistance*

A Success Story



Joseph, a single parent with a 4-year old son, came to the Care Center with an eviction notice; he lost his job, and his unemployment benefits were pending leaving him unable to pay his rent. This was the first time he'd ever had to ask for help.

The Care Center was able to assist with half of the back rent he owed. We referred him to the Family Emergency Loan Program at Triangle Credit Union, where he was approved for a loan enabling him to completely catch up on his past due rent to avoid eviction.

Financial Literacy

The Care Center has long recognized that the ability to manage one's personal finances is critical to reaching and maintaining self-sufficiency. Financial Literacy offers a series of seven free workshops that address all aspects of this topic several times per year to the community at large.

Topics covered include: Banking Services & Borrowing Money; Budgeting; Needs, Wants, Goals & Values; Spending Choices & Stretching Resources; Avoiding the Money Trap; Credit Reports; and the IDA Savings Program. Nineteen individuals graduated from Financial Literacy in 2008.

Participating organizations that provided volunteer staff instructors in fiscal year 2008 were:

Citizens Bank
Sovereign Bank
Triangle Credit Union
NH Community Loan Fund
UNH Cooperative Extension
Consumer Credit Counseling Services of NH-VT

"Thank you for providing this wonderful service. It has truly helped me regain a sense of control over my finances and has taught me life-long lessons."

~ 2008 Financial Literacy Graduate



Crisis Advocacy & Resource Education

When individuals and families experience setbacks in their lives, such as loss of a job or a prolonged illness, their ability to provide for basic necessities can be seriously diminished.

The Crisis Advocacy & Resource Education Program (CARE) provides assistance with those basics such as food, transportation, medical and dental needs, and other miscellaneous items, while providing case management services to transition our clients back to self-sufficiency.

- *4,397 individuals were assisted through all of the facets of the CARE Program last year*
- *162 Families received transportation assistance in the form of gas cards, bus tickets, and car repairs*

Dear Care Center Staff,

Today my husband received prescription assistance and we are so grateful to you for the generous help. This donation helps us so much. My husband is disabled and most of our funds go to his high medical and prescription costs, leaving us with limited means to live by.

We both thank you very much. Richard is working hard to be the best he can be and thanks you for everything.



Holiday Program

As a function within the CARE Program, the Care Center has been offering a Holiday Adopt-a-Family Program for almost 20 years. In 1996 the Care Center became co-administrator of The Telegraph Santa Fund, enabling the agency to assist many more families. This past year over 500 families, with a total of 1,702 children, received gifts and food over the holidays. This represents almost \$150,000 of in-kind donations.

Each year the community becomes involved by either adopting families and providing for them on their own, or shopping for families with the funds provided through the Telegraph Santa Fund. Many local businesses, civic organizations, and churches utilize the Care Center for information on what is needed in the local community during the holiday season. BAE Systems, Inc., alone adopted 400 children last year. It is through the overwhelming generosity of this community that the Care Center is able to brighten the holiday season for so many disadvantaged families.



A group of young students deliver a donation of diapers and gifts for the children residing in the Care Center's Transitional Housing Program



Volunteers from BAE Systems, Inc., unload a truck full of donations from their employees



Major Fundraisers

This past fiscal year, the Care Center raised 32 percent of its revenue through fundraising. Major fundraising events include:

16th Annual Penny Picker Drive



Athletes from Rivier College volunteer as Penny Pickers

Major Event Sponsors:

Citizens Bank Foundation
SAS Management Consultants

Net Proceeds: \$43,000

20th Annual Gourmet Festival & Auction

Major Event Sponsors:

Ocean Bank
Law Warehouses, Inc.
The Orthopedic Center
GM Roth Design Remodeling, Inc.
GT Solar
Edward Jones
Continental Paving
WMUR - TV9
FRANK - FM

Net Proceeds: \$102,000



A participating Chef cooking the specialties of his cuisine

6th Annual John P. Wirbal Memorial Golf Tournament



Participating golfers from St. Joseph Hospital

Major Event Sponsors:

Melanson, Heath & Co.
Law Warehouses, Inc.
Weisman, Tessier, Lambert & Halloran
Triangle Credit Union
Pennichuck Water
St. Joseph Hospital
AG Edwards & Son
Allstate Insurance - Michael Bernier Agency, Inc.
Eaton & Berube Insurance
National Granite Discount, LLC
Town Fair Tire

Net Proceeds: \$33,000

Special thanks to our 2008 Corporate Partners who contribute significantly to all major fundraisers:

Gold Partner



Silver Partner



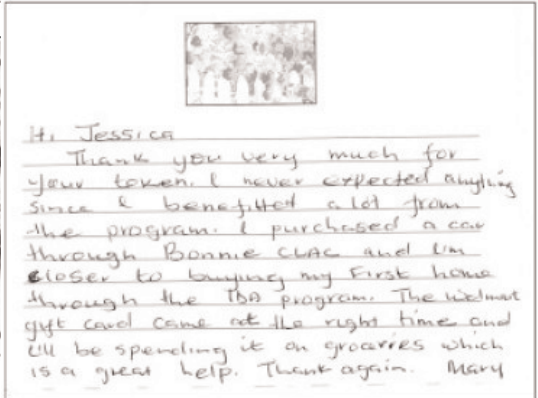
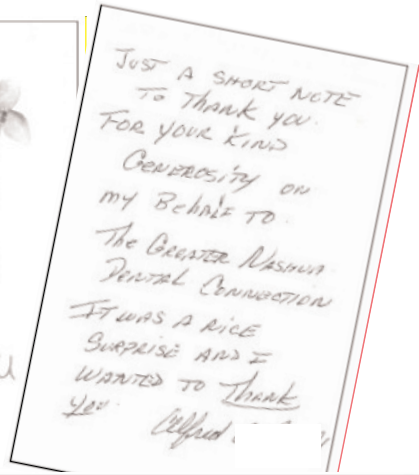
Silver Partner



Gold Media Partner



Impact of Our Programs



Thank You Donors

Listed are donors who contributed \$500 or more in fiscal year 2008. We apologize for anyone inadvertently not listed

Gold Partner



106.3 Frank FM
 Adventures In Golf
 AG Edwards & Sons, Inc.
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 Anrik Irrigation
 BAE Systems, Inc.
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Silver Partner



CITYSIDE
 MANAGEMENT
 CORPORATION
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Silver Partner

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 Hillsborough County
 HippoPress
 Hot Laps Karting Center
 Hudson Trophy
 Hunt Community
 Mr. Richard Iannacone
 Mr. & Mrs. William Jandl
 Mr. Ken Jefferies
 Jillians
 Kaps - The Men's Store
 Kate's Kitchen
 James & Fernande Kelly Charitable Trust

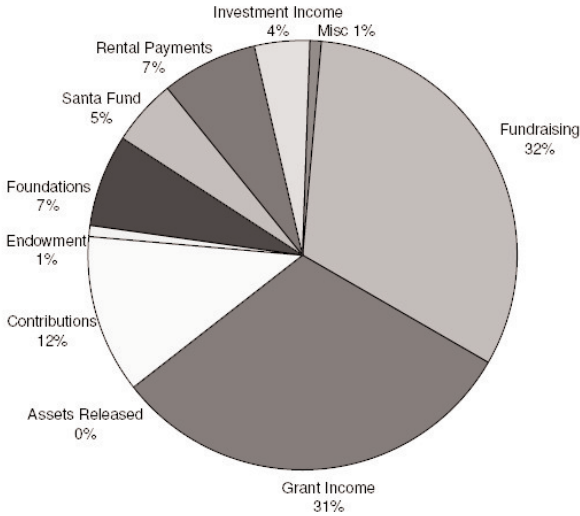
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 The Common Man
 The First Church, UCC
 The Jubilee Ministry of the Episcopal Church
 The Justin Fund & ProShop
 The Nash Foundation
 The Nashua Bank
 The Next Champions Tennis Program
 The Orthopedic Center
 The Pop Farmers
 The Telegraph
 Ms. Denise Thompson
 Tigerclipse's Landscaping
 T. J. McCartney, Inc.
 Top Fitness at Conway Arena
 Mr. Carroll Towle
 Town Fair Tire Center
 Town of Hudson
 Town of Merrimack
 Triangle Credit Union
 United Way of Greater Nashua
 Unums
 Mr. & Mrs. John Vandalsum
 Villa Banca
 Weisman, Tessier, Lambert & Halloran
 Mr. & Mrs. Tom Welden
 Ms. Amy Wheeler
 Mr. & Mrs. Gary Wingate
 Mr. & Mrs. William Wright
 You You Japanese Bistro
 Mr. & Mrs. John Worthen
 WMUR - TV9
 Mr. & Mrs. John Ziemba
 Zulu Nyla Group - Trevor Shaw



Financial Statements

TOTAL REVENUE

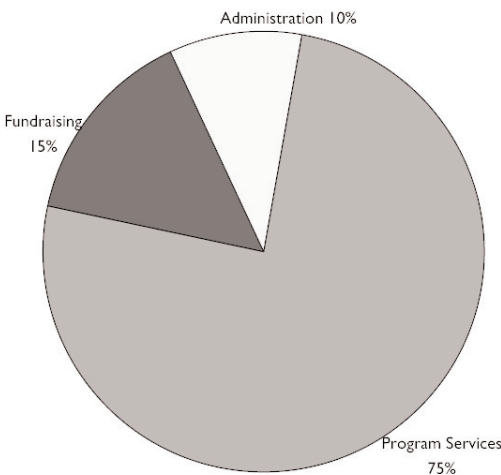


REVENUE

Fundraising	268,558
Grant Income	262,645
Endowment	7,940
Contributions	99,811
Foundations	57,000
Santa Fund	41,843
Rental Payments	61,272
Investment Income	34,895
Unrealized loss on investments	(67,516)
Assets Released	1,200
Miscellaneous	6,672
Bad Debt Expense	(1,700)
	TOTAL REVENUE:

\$ 772,620

TOTAL EXPENSES



EXPENSES

Administration	\$ 78,773
Fundraising	120,142
Program Services	
Transitional	
Housing	328,794
Direct Services	290,615

TOTAL FUNCTIONAL

EXPENSES: \$ 818,324

CHANGE IN UNRESTRICTED

NET ASSETS: \$ (45,704)

Financial Statements

ASSETS

Current Assets:

Cash and cash equivalents	\$ 100,949
Restricted cash	20,857
Promises to give	62,372
Client receivables - HSGP & RLF	216,005
HSGP - State guaranteed defaults	13,101
Prepaid expenses	7,753
TOTAL CURRENT ASSETS	<u>421,037</u>

Property and equipment, net	788,329
Building reserves	30,839
Investment in Evolution Sports Rivals, LLC	15,325
Endowment investments	<u>443,638</u>

TOTAL ASSETS **\$ 1,699,168**

LIABILITIES & NET ASSETS

Current Liabilities:

Notes Payable, current portion	\$ 3,254
Accounts payable	7,118
Security deposits	3,000
HSGP & RLF vouchers outstanding	247,877
Deferred Revenue	<u>5,100</u>

TOTAL CURRENT LIABILITIES **\$ 266,349**

Notes payable, net of current portion 982,781

TOTAL LIABILITIES **1,249,130**

Net Assets:

Unrestricted	429,181
Temporarily restricted	5,857
Permanently restricted	<u>15,000</u>

TOTAL NET ASSETS **450,038**

TOTAL LIABILITIES & NET ASSETS **\$ 1,699,168**



Together We Made a Difference!

FY 2008 FUNDRAISING NET RESULTS

Annual Gourmet Festival & Auction - \$102,000

Mother's Day Campaign - \$4,000

Annual John P. Wirbal Memorial Golf Tournament - \$33,000

Annual Penny Pickers - \$43,000

Annual Appeal - \$55,000

Total net proceeds raised through fundraising events and campaigns:

\$237,000

FY 2008 VOLUNTEER HOURS

Front Desk - 546 Hours

Food Pantry - 68 Hours

Fundraising Events - 1,497 Hours

Holiday Program - 60 Hours

Miscellaneous - 100+ Hours

Total volunteer hours: 2,271+

Total Value of Volunteer Hours:

PRICELESS!