OUR VOLUNTEERS IN ACTION THIS SUMMER

What makes a summer a memorable one? The NH Service Bureau volunteers are likely to mention the work that they are doing to benefit their local community. From behind-the-scenes office work and fundraising to gardening and distributing food, our volunteers’ hands and hearts are a busy part of many non-profit organizations.

Summer volunteer work includes doing new things and meeting new people. These 3 summer months offer a great time in a person’s life to get a taste of a new career and heat up skills that will be valuable in the job market. There are statewide festivals, Farmer’s Markets, concerts, Community Action events and much more that require tremendous volunteer manpower. At the 12 Workplace Success offices, volunteers also take home individualized and group training in computer technology and other current market skills. Now that is exciting!

Over the last year, the Workplace Success Service Bureau has completed almost 2,500 projects for non-profit groups. Each and every project has special meaning. It has been a win-win opportunity for our volunteers and the non-profit organizations. Thank you for letting us be a part of the action!

Workplace Success can provide customized training for our volunteers to meet the needs of your non-profit project. See the contact info. on page 7.

Inside this issue: What Our Volunteers Say

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See Inside: New Derry WPS Office Now Open
Berlin

We did a 550 piece mailing for the White Mountains Community College that included a mail merged, two page letter that required folding, labels and return address labels to affix, as well. With only a few volunteers on hand, we were able to put it out in the same day we received it. The client was very happy with this turn around time and was going back to her organization to pass the word along to other departments in the facility about our Service Bureau program. Why is this big deal? It’s a big deal, to us, because someone mentioned our program to her, and realizing she was on a strict dead line, she gave us a call. We get most of our projects by word of mouth, and now we are looking forward to more projects from the college, including more mailings, filing, typing and other projects, as the college is a very busy place.

Claremont / Lebanon

We’re off to a sizzling summer and Claremont Service Bureau is heating up! Our participants have been heavily engaged in making very important Southwestern Community Services “rsvp” phone calls to legislators, mayors, business owners and others who will be attending a local forum supporting important services to the homeless.

Concord

Concord Service Bureau volunteers have been adding to their skills set by performing a variety of work for the Concord community. Our volunteers have learned and practiced their professional communication and customer service skills by working at the NHES Job Fair in May. Other volunteers have learned project management skills and quality control by coordinating and completing large assembly projects for UNH Center for Professional Excellence, DHHS DFA, and Family Planning.

Teamwork and proper lifting techniques were essential when our volunteers loaded trucks for Commodity Foods. Computer and research skills were learned while collecting MSDS sheets for a master manual for Belknap-Merrimack Community Action. We are currently learning landscaping skills by cleaning and planting perennials for the WPS office entrance.

Keene

Our “Linda’s Closet” Service Bureau Project has restarted and every Monday we clean, organize and design the space in Keene which is a place for women to obtain professional clothing. We also help the Keene Head Start “Early Sprouts” Program which is a gardening project outside our Workplace Success office. Initially, the volunteers laid down the dirt and planted the garden and now they go and water the garden and pull weeds on a daily basis.

Laconia

The Laconia Workplace Success Volunteers have been gardening at the Franklin and Laconia Community Gardens as well as at Squam Lakes Natural Science Center. Additionally, they have been working on a variety of computer skills including graphic design and internet research through their work for 2nd Chance Pets, Grandparents as Parents, and Kids and Cars. Laconia volunteers continue to perfect their data entry and transcription skills while volunteering their time for Citizen Science Alliance. Service Bureau Volunteers have also been honing their creative capabilities by designing and creating jewelry for The Bead Store that is donated to non-profit organizations.

Littleton

With WIA, our volunteers called clients to schedule appointments and see if they were still interested in the program. Volunteers were trained in phone and customer service skills for this project. They also learned about record keeping, staying organized and teamwork. Presently, we are working with the Community Job Specialist to update the WEP site book here in Littleton.

*All articles are submitted by local Workplace Success offices.
We were taken on a bus ride and were given MTA bags and bus schedules. In addition, we learned about the various bus routes and schedules. We were also given out. In addition, we were taken on a bus ride to various Service Bureau host sites. We look forward to working closely with the MTA in the future. They will continue to visit us on a bi-monthly basis. Pictured left to right: Dan Elliott, Mike Whitten, Executive Director, Whitten, Executive Director.

**Manchester**

On 6/18/12 Manchester Transit Authority joined forces with Workplace Success to help our volunteers get to Service Bureau work. Cheryl Rosenthal, Mobility Manager and Dan Elliott, Driver and Driver Trainer, visited our 60 Rogers location. They spoke about public transportation in the greater Manchester area and how to take the bus. We learned about the various bus routes and schedules. MTA bags and bus schedules were given out. In addition, we were taken on a bus ride to various Service Bureau host sites. We look forward to working closely with the MTA in the future. They will continue to visit us on a bi-monthly basis. Pictured left to right: Dan Elliott, Mike Whitten, Executive Director, Whitten, Executive Director.

**Rochester**

Service Bureau participants completed a large research and typing project for the ResCare program. Volunteers researched adult education, post-secondary schools and training programs online, looking up information including the programs they offer and tuition costs, then typing the information in to table format in MS Word. Volunteers also designed and created a new resource board with information about the local CAP office programs.

Projects for The Homemakers, Strafford County CAP and DHHS have enabled our volunteers to develop clerical and reception skills. In working with the Community Closet, our volunteers learned organizational and listening skills as well.

**Nashua**

The Nashua Workplace Success Service Bureau volunteers have continued to assist the Department of Health and Human Services with preparing forms and other intake packets. Through this work experience activity, volunteers have learned the importance of team work as well as organizational and communication skills. In addition, attention to detail and time management skills were developed by this work.

One volunteer, quoted on page 5 of this newsletter, did an offsite Service Bureau project at the Tolles Street Mission where she was assigned to assist staff with data entry and reports. The experience was positive and added to her career portfolio.

**Derry**

Derry Service Bureau also designed newsletters and brochures for several non-profit groups while learning advanced computer skills, graphic arts and marketing techniques.

The Derry volunteers worked for weeks on getting almost $1300 worth of donations for the LHS Math Team Raffle fundraiser and in one short afternoon, even made signs promoting the school event.

**Portsmouth**

The Portsmouth CSP Service Bureau has had lots of mailings for some of our regular projects from the Asset Development and Childcare Services programs here at RCA. The Asset Development program had reams of evaluation forms from their Tax Preparation Presentations in the Portsmouth and Rochester areas, and needed someone to enter all of the comments from each area into a bulleted list, and email it out. The Childcare Services Program had boxes of donated books that needed to be inventoried and assigned a market value in a spreadsheet. Our Portsmouth volunteers learned a lot from these projects and appreciated gaining new office and computer skills from the experience.

Tamworth Service Bureau volunteers have created and put up flyers for the NH Clothesline Project; they designed t-shirts that were displayed on a clothesline statewide to promote domestic violence awareness. Volunteers have improved their office skills by creating file checklists, copying forms, compiling new client folders and designing and displaying Career Cluster posters. They also assisted at the Mount Washington Valley Job and Resource Fair, which allowed them to refine their skills in time management, communication, networking, cooperation and leadership while setting up tables, tallying attendance, and passing out pamphlets to all who visited. Volunteers also organized a children’s community music program for Ajaja, a local music company. They also helped with the NH Food Bank’s Community Food Drive by sending out mailings to the local food pantries and assisting with the delivery/drop off of 522 cases of food for distribution to the community!

*All articles are submitted by local Workplace Success offices.*
Service Bureau Thank You Letters

**Letter of Thanks**

I appreciate you for all you do for your kindness that comes shining through but most of all for being you!

Thank you for all your hard work on this tedious project. I am extending thanks to all students working on this project too.

Dorota Kishel, ResCare, Manchester 6/20/12

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Emma,

Please give the artists who created the beautiful jewelry my sincere thanks. The pieces of jewelry designed/created way surpassed my expectations. The 6 necklaces and 8 pair of earrings will be donated to the Brain Injury Association of NH. I look forward to working with you in the future.

Many thanks,

Debra Fraser

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“I want to thank Kathy Wolfe for having her students assist with our Rockingham Community Action Outreach bulletin board. They did a terrific job utilizing their talent and creating this in time for our open house.”

Karen Vasquez

Derry Site Supervisor

Rockingham Community Action

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Hi Clancy.

Please pass along a thank you to Jackie and the other Workplace Success participants who have been willing and able to assist us with various projects. In our efforts to increase awareness of the 3 to 1 matched savings program, free tax preparation assistance, and financial education that gives folks access to sorely needed additional dollars... your volunteers have been the extra hands we've need to prepare for events or tell our story. Whether it's folding brochures or entering data into Excel files, there has been no project too big or too small. Thank you. Thank you. Thank you.

Kathe

Katherine B Fredette, CFP

VITA Tax Site and Asset Development Coordinator
What Our Volunteers Say About Volunteering

“Teaching how to work with Excel is something I have never done before. They were grateful and I learned that I have the skills of a team player and also the value of communication.”

“This was a perfect job for me, because it reinforced the computer skills I’ve been working on lately. The spreadsheet project helped me to feel more comfortable about navigating Excel and doing online research. With the project from Asset Development, I learned to do a bulleted list and how to attach documents in email.”

“I enjoyed it a lot! I put packets of information together that needed to either be put together or have old information taken out and replaced with new and updated information. I learned how confidential they keep everyone’s information and why it is important. I also learned how to be more organized. It helped me a lot with my organizational skills and gave me some office experience that I needed.”

Outstanding Attendance Award

Congratulations to Parvin Pourghomi from the Nashua Workplace Success Office for being selected out of 300 for the Outstanding Attendance Award. A year ago, Parvin’s husband of twenty years died unexpectedly from a rare virus leaving her and their four boys. Parvin and her children moved back to Nashua from Washington state to be closer to her sister. During her time at Workplace Success CSP, Parvin has not missed one day! Currently, Parvin has held the WPS WEP position developing a strong support with the Service Bureau portion of Workplace Success. At present, Parvin has been offered employment through an OJT (On-the-Job Training) with Wingate’s Pharmacy and has also been accepted to the Springfield College Human Services Master’s Program. Parvin has expressed how the CSP’s support, experience and the opportunity to develop new skills gave her the confidence to take over the responsibility her husband held when he was alive. We wish you continued success!
A DAY FOR A SERVICE BUREAU VOLUNTEER

Service Bureau volunteers arrive in the office just like they are coming to work for the day. There are state-of-the-art computers, office tables and chairs, supplies, an attendance process and even a break room for lunch and morning/afternoon breaks. In the morning, the staff Facilitator determines which volunteers will go to various offsite projects for the day and which volunteers will remain working at the Workplace Success office on in-house projects. Training is provided so that the Service Bureau projects are completed exactly as the customer expected. For example, if data needs to be entered into a spreadsheet, our volunteers learn the required Excel skills to complete the task. If customer calls need to be made for a non-profit organization, a script is determined and volunteers get ample practice before using their new skills. Training is given on business office machines like the fax, scanner, copy machine and extensively, the computer. Offsite customers provide their own specific training for our Service Bureau volunteers so that the work is completed accurately and our volunteers gain new skills. All volunteers learn current information about the organization and career field that they are doing volunteer work for. They get to work individually and/or in teams while learning new hard and soft skills. They also meet new people, get into a working routine and feel pride in a job well done while being a part of the statewide Workplace Success Service Bureau. What a difference in a day!

NEW DERRY WPS OFFICE NOW OPEN at RCA

The Salem Workplace Success office has moved from Salem to the new Rockingham Community Action building on 9 Crystal Ave in Derry, NH. The RCA Open House on June 21st, 2012 was a huge success with support from area businesses including Market Basket, Hannaford, Coca Cola, and Backmann Florists. Workplace Success volunteers helped with the Open House by creating informational bulletin boards and folding agency pamphlets. The new Workplace Success office and matching ResCare Workforce Development office space include ergonomic work stations for the student computers and large work areas with tables. Now housed right alongside other Community Action Programs such as WIC, Commodity Foods, Head Start, Fuel Assistance and others, the Derry Service Bureau will have many additional opportunities and projects for volunteer work experience for participants. Also, participants can easily access the CAP services right on site.

SERVICE BUREAU STAFF IN MANCHESTER

We are excited to report that Connie Cote will be taking over all the Service Bureau (SB) operations for the Greater Manchester area. She will oversee participants in SB projects both on site and off site; develop new SB connections with community agencies to diversify the SB opportunities focused on building work skills; maintain existing relations with community agencies; provide participants with embedded training specific to the community SB projects that they will be working on.
To find out more about our Service Bureau Program, please contact us below from 8:00am-4:30pm Monday through Friday. Non-profits can access our volunteer help through an easy work order process and also arrange for a site visit.

**CONTACT INFORMATION**

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