

COMMISSIONER
Jared S. Chicoine

DEPUTY COMMISSIONER
Joshua W. Elliott

STATE OF NEW HAMPSHIRE



DEPARTMENT OF ENERGY

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Concord, N.H. 03301-2429

41 - 9/16/26

DDD Access
Relay NH
711

(603) 271-3670

Website:
www.energy.nh.gov

September 16, 2026

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the New Hampshire Department of Energy (Department) to amend the existing **SOLE SOURCE** contract with Southwestern Community Services, Inc., (SCS), Keene, NH, Vendor #177511, for the Senior Energy Assistance Services (SEAS) Program by increasing the price limitations by \$12,946 from \$23,567 to \$36,513 and by extending the completion date from September 30, 2027 to September 30, 2029, effective upon Governor and Executive Council approval.

The original contract was approved by Governor and Executive Council on November 22, 2022, Item #67 and amended on November 13, 2024, Item #61. **100% Other Funds (Transfer from NH DHHS).**

Funds are available in Fiscal Year (FY) 2027 and anticipated to be available in FY 2028 and 2029 in the account Fuel Assistance upon the continued appropriation and availability of funds in the future operating budget, with the authority to adjust encumbrances through the Budget Office if needed and justified.

02-52-52-52050-33540000-074-500587	FY 2027	FY 2028	FY 2029
Grants for Pub Assist & Relief	\$4,855	\$6,473	\$1,618

EXPLANATION

This is an amendment to a **SOLE SOURCE** contract because the historical performance of the Community Action Agencies (CAA) in the New Hampshire LIHEAP (also known as the Fuel Assistance Program or FAP), their outreach and client service capabilities, and the synergies that benefit the SEAS program as a result of the five statewide CAAs' implementation of several other federal assistance programs. The Department proposes to continue to subcontract with the five CAAs who have successfully provided energy assistance services at the local level for more than three decades.

This Department contract provides the Community Action Agency with the program funds to support the Senior Energy Assistance Services (SEAS) Program. The SEAS Program makes home

energy more affordable for households with members who are 60 years of age or older, who are experiencing a home energy hardship, and who are not eligible for the state's Fuel Assistance Program under the current income limits. The CAAs determine eligibility for the Fuel Assistance Program and efficiently distribute these funds to households in need.

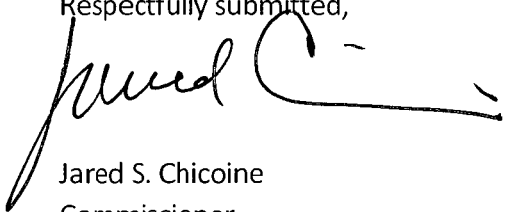
A federal grant provided by the Administration for Community Living (Title IIIB Supportive Services) awarded to the New Hampshire Department of Health and Human Services (NH DHHS) Division of Elderly and Adult Services provides funding for the Senior Energy Assistance Services Program. A Memorandum of Understanding (MOU) for this program was originally approved by Governor and Council on March 23, 2022, Item #25, amended on September 25, 2024, Item #34 and amended on March 3, 2026, Item #121.

In the event that the Other Funds become no longer available, General Funds will not be requested to support this program.

The Department has determined that the vendor is in good standing with the Secretary of State's Office, has secured the required levels of insurance, and has provided evidence of authority to execute and be bound by the contract. Documents supporting these assertions are available at the agency, for review upon request.

SCS is a non-profit organization, and the Department has confirmed the vendor is registered and in good standing with the Department of Justice's Charitable Division.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Jared S. Chicoine", with a long horizontal flourish extending to the right.

Jared S. Chicoine
Commissioner

NEW HAMPSHIRE DEPARTMENT OF ENERGY
SUBJECT: SENIOR ENERGY ASSISTANCE SERVICES (SEAS) CONTRACT
SOUTHWESTERN COMMUNITY SERVICES, INC.

AMENDMENT #2

This Amendment is between the State of New Hampshire Department of Energy, 21 South Fruit Street, Concord, Merrimack County, NH 03301 (hereinafter referred to as the "State") and Southwestern Community Services, Inc., 63 Community Way, Keene, Cheshire County, NH 03431 (hereinafter the "Contractor").

Pursuant to an Agreement (hereinafter referred to as the "Agreement"), as approved by Governor and Council on November 22, 2022, Item #67, and as amended on November 13, 2024, Item # 61, the Contractor has agreed to provide certain Services, pursuant the terms and conditions specified in the Agreement and in consideration of payment by the State of certain sums as specified therein.

WHEREAS, pursuant to the provisions of Section 17 of the Agreement, the Agreement may be modified or amended only by a written instrument executed by the parties thereto and only after approval of such modification or amendment by the Governor and Council; and

WHEREAS, the State and the Contractor have agreed to amend the Agreement in certain respects.

NOW THEREFORE, in consideration of the foregoing and of the covenants and conditions in the Agreement as set forth herein, the parties agree to the following:

- 1) Amendment and Modification of Agreement. The Agreement is amended and modified as follows:
 - A) Completion Date: Amend Subparagraph 1.7 of the Agreement by deleting the current completion date of September 30, 2027 and inserting in place thereof the date of September 30, 2029.
 - B) Price Limitation: Amend Subparagraph 1.8 of the Agreement by deleting the current sum of \$23,567 and inserting in place thereof the total sum of \$36,513.
 - C) Exhibit C – Payment Terms: Amend Exhibit C, first and second paragraph by deleting the current sum of \$23,567 and inserting in place thereof \$36,513.
 - D) Exhibit C – Payment Terms: Amend Exhibit C, third paragraph, by striking the current completion date of September 30, 2027 and inserting in place thereof the date of September 30, 2029.

- E) Exhibit D: Amend the period covered by this certification to "September 21, 2022 to September 30, 2029."
- F) Exhibit E: Amend the contract period dates to "September 21, 2022 to September 30, 2029."
- 2) Continuance of Agreement. Except as specifically amended and modified by the Terms and Conditions of this Amendment, obligations of the parties here under shall remain in full force and effect in accordance with the terms and conditions set forth in the Agreement as it existed immediately prior to this Amendment.

IN WITNESS WHEREOF, the parties have hereunto set their hands as of the day and year written below.

Date: 07/28/26

Southwestern Community Services, Inc.
By: Beth Daniels
Beth Daniels, Chief Executive Officer

Date: 07/29/2026

STATE OF NEW HAMPSHIRE
NH Department of Energy
By: [Signature]
Jared S. Chicoine, Commissioner

Approved as to form, execution and substance

Date: 8/27/2026

OFFICE OF THE ATTORNEY GENERAL
By: [Signature]
Assistant Attorney General

I hereby certify that the foregoing contract was approved by the Governor and Council of the State of New Hampshire at their meeting on _____, 2026.

OFFICE OF THE SECRETARY OF STATE

By: _____

Title: _____

State of New Hampshire

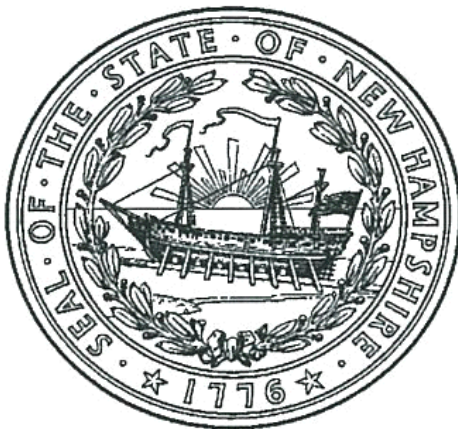
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that SOUTHWESTERN COMMUNITY SERVICES, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on May 19, 1965. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **65514**

Certificate Number: **0007901484**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 7th day of April A.D. 2026.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a large, stylized circular flourish.

David M. Scanlan
Secretary of State

CERTIFICATE OF AUTHORITY

I, Kevin Watterson, hereby certify that:
(Name of the elected Officer of the Corporation/LLC; cannot be contract signatory)

1. I am a duly elected Clerk/Secretary/Officer of Southwestern Community Services, Inc.
(Corporation/LLC Name)

2. The following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on June 14, 2024, at which a quorum of the Directors/shareholders were present and voting.
(Date)

VOTED: That Beth Daniels (may list more than one person)
(Name and Title of Contract Signatory)

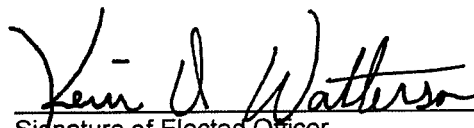
is duly authorized on behalf of Southwestern Community Services, Inc. to enter into contracts or agreements with the State

(Name of Corporation/ LLC)

of New Hampshire and any of its agencies or departments and further is authorized to execute any and all documents, agreements and other instruments, and any amendments, revisions, or modifications thereto, which may in his/her judgment be desirable or necessary to effect the purpose of this vote.

3. I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract/contract amendment to which this certificate is attached. This authority was **valid thirty (30) days prior to and remains valid for thirty (30) days** from the date of this Certificate of Authority. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

Dated: 7/28/2026



Signature of Elected Officer

Name: Kevin Watterson

Title: Chairperson



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/05/2026

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER The Hilb Group New England, LLC PO Box 606 Keene NH 03431	CONTACT NAME: Ana O'Donnell, CPIW, CIC PHONE (A/C, No, Ext): (877) 352-2121 E-MAIL ADDRESS: aodonnell@hilbgroup.com FAX (A/C, No): (603) 357-8491
INSURED Southwestern Community Services Inc. PO Box 603 Keene NH 03431-0603	INSURER(S) AFFORDING COVERAGE INSURER A: Philadelphia Indemnity Insurance Co INSURER B: Granite State Healthcare & Human Services Trust INSURER C: INSURER D: INSURER E: INSURER F:
	NAIC # 18058

COVERAGES**CERTIFICATE NUMBER:** 26/27**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:			PHPK2636316-025	01/01/2026	01/01/2027	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 PROFESSIONAL \$ 1M / 2M
A	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ NON-OWNED AUTOS ONLY			PHPK2636315-025	01/01/2026	01/01/2027	COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ 1,000,000 BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	☒ UMBRELLA LIAB ☒ EXCESS LIAB DED ☒ RETENTION \$ 10,000 ☒ OCCUR ☐ CLAIMS-MADE			PHUB893672-025	01/01/2026	01/01/2027	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y / N ☒ N		N / A	R01986HCHS2026-01	01/01/2026	01/01/2027	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

3a state: NH. All officers included. This certificate is issued as a matter of information only and confers no rights upon the certificate holder. This certificate does not amend, extend or alter the coverage afforded by the policies referenced herein.

CERTIFICATE HOLDER**CANCELLATION**

State of New Hampshire Department of Energy 21 South Fruit St, Ste 10 Concord NH 03301	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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NONPROFIT COVER SHEET

A. Entity Name: Southwestern Community Services, Inc.

B. Entity's Contact Information for Records Requests (e.g., resumes of key personnel; audited financial statements):

Sarah Croteau shcroteau@scshelps.org

C. List Board of Directors and Affiliations

<u>Name (Identify any additional role(s) in Parentheses)</u> E.g., John Doe (President)	<u>Affiliations</u>
Kevin Watterson (Chair)	Keene Swamp Bats
David Edkins (Vice Chair)	Town of Walpole
Dominic Perkins (Treasure/Secretary)	Senior VP, Retail Administration Savings Bank of Walpole
Anne Beattie	Newport Service Organization
Taralyn Bielaski	Population Health, Dartmouth-Hitchcock
Andy Bohannon	Deputy City Manager of Keene
Rep. Hope Damon	State Representative, District 8
Derek Ferland	Sullivan County Manager
Carolyn Hall	Head Start Policy Council Parent Representative
Jay Kahn	Mayor of Keene
Kerry Belknap Morris, M.Ed.	Early Childhood Education River Valley Community College
Ron Nason	SCS Tenant

D. List Key Personnel (Resumes must be available upon request to the person(s) listed in section B or may be attached):

<u>Name</u>	<u>Role</u>	<u>Annual Salary</u>	<u>Amount Paid From This Contract</u>
Beth Daniels	CEO	\$142,00	\$0
Margaret Freeman	CFO	\$131,029	\$0
Sarah Croteau	Agency Fiscal Director	\$67,600	\$0
Heather Amer	COO	\$84,080.10	\$0
Terra Rogers	Director of Energy Services Program	\$68,640	\$34,320

DISCLOSURE OF LEGAL ACTIVITIES INVOLVING THE STATE OF NEW HAMPSHIRE OR ANOTHER GOVERNMENT ENTITY

E. Check one of the following:

- ☒ [X] The entity is **not currently or has not been** party to any legal proceeding involving the State of New Hampshire (or any agency or subdivision thereof) or any other state/federal government entity before any adjudicative body in any jurisdiction **OR**
- ☐ [] The entity is or has been party to one or more legal proceedings as set forth above. Identify the jurisdiction, court or other adjudicative body, case number, and briefly describe the nature of the proceeding (Attached extra sheet if necessary).
-
-
-

CHARITABLE TRUSTS UNIT COMPLIANCE CERTIFICATION

F. Check one of the following:

- ☒ [X] is registered and in good standing with the New Hampshire Department of Justice Charitable Trusts Unit (** see note below) **or** has submitted a complete application for registration to the Charitable Trusts Unit and is awaiting a registration determination **OR**
- ☐ [] is not required to register with the Charitable Trusts Unit because it is neither tax-exempt under section 501(c)(3) of the Internal Revenue Code nor engages in charitable solicitations in the State of New Hampshire **OR**
- ☐ [] is exempt from registration with the Charitable Trusts Unit because it is a federal or state government, agency, or subdivision or is a religious organization, an integrated auxiliary of a religious organization, or is a convention or association of churches.

** Note: Attached screen shot from the DOJ Registered Charities List found at:

<https://mm.nh.gov/files/uploads/doj/remote-docs/registered-charities.pdf>

FINANCIAL DISCLOSURES

G. Check one the following:

- ☒ [X] The organization hired an outside firm to audit its financial statements or to prepare GAAP-compliant financial statements for its most recently completed fiscal year. If so, please ensure that the financial statements and audit results are available to be requested from the contact listed on Page 1 (audited financials may be attached) **OR**
- ☐ [] The above does not apply, but the organization filed an IRS Form 990 or Form 990-EZ for its most recently completed fiscal year. Please attach that IRS Form 990 or Form 990-EZ to the submission. (Form 990 Schedule B is not required) **OR**
- ☐ [] ***If neither of the above apply***, complete the Income Statement and Balance Sheet below with the following basic financial information from the organization's most recently completed fiscal year:

1. INCOME STATEMENT

	<u>Revenue</u>		<u>Expenses</u>
<i>Grants</i>	\$	<i>Compensation of officers, directors, and key personnel</i>	\$
<i>Donations</i>	\$		
<i>Program Services Revenue</i>	\$	<i>Other salaries & wages</i>	\$
<i>Interest & Dividends</i>	\$	<i>Payroll taxes & employee benefits</i>	\$
<i>All other Revenue</i>	\$	<i>Occupancy, rent, utilities, and insurance</i>	\$
<u>Total Revenue</u>	\$	<i>Printing, publications, postage, office supplies, and IT</i>	\$
		<i>All other expenses</i>	\$
		<u>Total Expenses</u>	\$

2. BALANCE SHEET

<u>Assets</u>		<u>Liabilities</u>	
<i>Cash & Equivalents</i>	\$	<i>Accounts Payable</i>	\$
<i>Investments</i>	\$	<i>Loans Payable</i>	\$
<i>Real Estate (less any depreciation)</i>	\$	<i>All other liabilities</i>	\$
<i>Other Property & Equipment (less any depreciation)</i>	\$	<u>Total Liabilities</u>	\$
<i>Pledges, grants, accounts receivable</i>	\$		
<i>All other assets</i>	\$		
<u>Total Assets</u>	\$		

SOUTHWESTERN COMMUNITY SERVICES, INC.
AND RELATED COMPANIES

COMBINED FINANCIAL STATEMENTS

**FOR THE YEAR ENDED MAY 31, 2025
AND
INDEPENDENT ACCOUNTANTS' COMPILATION REPORT**

*Leone,
McDonnell
& Roberts*
PROFESSIONAL ASSOCIATION

CERTIFIED PUBLIC ACCOUNTANTS

SOUTHWESTERN COMMUNITY SERVICES, INC. AND RELATED COMPANIES

COMBINED FINANCIAL STATEMENTS

FOR THE YEAR ENDED MAY 31, 2025

TABLE OF CONTENTS

	<u>Page(s)</u>
Independent Accountants' Compilation Report	1
Financial Statements:	
Combined Balance Sheet	2
Combined Statement of Operations and Partners' Equity / Net Assets	3
Combined Statement of Cash Flows	4
Supplementary Information:	
Combining Balance Sheet	5
Combining Statement of Operations and Partners' Equity / Net Assets (Deficit)	6
Combining Statement of Cash Flows	7

INDEPENDENT ACCOUNTANTS' COMPILATION REPORT

To the Board of Directors of
Southwestern Community Services, Inc.

Management is responsible for the accompanying combined financial statements of Southwestern Community Services, Inc. and related companies, which comprise the combined balance sheets as of May 31, 2025, and the related combined statements of operations and partners' equity/net assets and cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the combined financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. We do not express an opinion, a conclusion, nor provide any assurance on these combined financial statements.

Management has elected to omit substantially all the disclosures required by accounting principles generally accepted in the United States of America. If the omitted disclosures were included in the combined financial statements, they might influence the user's conclusions about the companies' financial position, results of operations / changes in net assets, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

The supplementary information on pages 5 through 7 is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management. The supplementary information was subject to our compilation engagement. We have not audited or reviewed the supplementary information and do not express an opinion, a conclusion, nor provide any assurance on such information.

Leone McDonnell & Roberts
Professional Association

Wolfeboro, New Hampshire
February 19, 2026

SOUTHWESTERN COMMUNITY SERVICES, INC. AND RELATED COMPANIES

COMBINED BALANCE SHEET

MAY 31, 2025

ASSETS

CURRENT ASSETS

Cash and cash equivalents	\$ 2,290,059
Accounts receivable, net	1,877,636
Prepaid expenses	<u>442,950</u>
Total current assets	<u>4,610,645</u>

PROPERTY

Land and buildings	67,470,402
Vehicles and equipment	727,511
Furniture and fixtures	<u>2,448,428</u>
Total property	70,646,341
Less accumulated depreciation	<u>35,340,090</u>
Property, net	<u>35,306,251</u>

OTHER ASSETS

Investment in related parties	57,628
Right of use asset	83,750
Due from related parties	37,747
Cash escrow and reserve funds	4,476,559
Security deposits	<u>246,712</u>
Total other assets	<u>4,902,396</u>
Total assets	<u>\$ 44,819,292</u>

LIABILITIES AND PARTNERS' EQUITY / NET ASSETS

CURRENT LIABILITIES

Accounts payable	\$ 472,815
Accrued expenses	256,612
Accrued payroll and payroll taxes	124,816
Other current liabilities	166,566
Refundable advances / prepaid rent	69,402
Current portion lease liability	48,579
Current portion of Economic Injury Disaster Loan	3,893
Current portion of long term debt	<u>209,059</u>
Total current liabilities	<u>1,351,742</u>

NONCURRENT LIABILITIES

Long term lease liability, less current portion shown above	35,171
Long term debt, less current portion shown above	31,698,556
Economic Injury Disaster Loan, less current portion shown above	138,066
Accrued interest	222,284
Tenant security deposits	<u>110,785</u>
Total noncurrent liabilities	<u>32,204,862</u>
Total liabilities	<u>33,556,604</u>

PARTNERS' EQUITY / NET ASSETS

Partners' equity	6,903,088
Net assets without donor restrictions	3,832,146
Net assets with donor restrictions	<u>527,454</u>
Total partners' equity / net assets	<u>11,262,688</u>
Total liabilities and partners' equity / net assets	<u>\$ 44,819,292</u>

See Independent Accountants' Compilation Report

SOUTHWESTERN COMMUNITY SERVICES, INC. AND RELATED COMPANIES

**COMBINED STATEMENT OF OPERATIONS AND PARTNERS' EQUITY / NET ASSETS
FOR THE YEAR ENDED MAY 31, 2025**

REVENUES AND OTHER SUPPORT

Government contracts	\$ 14,421,348
Program service fees	2,705,415
Rental income	4,675,718
Support	608,840
Sponsorship	77,158
Interest income	26,065
Forgiveness of debt	889,090
Miscellaneous revenue	1,285,825
In-kind contributions	<u>63,811</u>

Total revenues and other support 24,753,270

EXPENSES

Program services

Home energy programs	7,795,702
Education and nutrition	3,192,428
Homeless programs	2,031,513
Housing services	5,632,374
Economic development services	984,354
Other programs	<u>618,327</u>

Total program services 20,254,698

Supporting activities

Management and general	<u>2,836,337</u>
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Total expenses 23,091,035

**INCOME FROM OPERATIONS BEFORE DEPRECIATION
AND OTHER REVENUES AND EXPENSES**

1,662,235

DEPRECIATION AND OTHER REVENUES AND EXPENSES

Depreciation and amortization	(2,383,536)
Loss on sale of property	(97,278)
Loss on investment in limited partnerships	<u>(55)</u>

Total depreciation and other revenues and expenses (2,480,869)

NET LOSS / CHANGE IN NET ASSETS

(818,634)

PARTNERS' EQUITY / NET ASSETS, BEGINNING OF YEAR

12,163,874

DISTRIBUTIONS FROM LIMITED PARTNERSHIPS

(82,552)

PARTNERS' EQUITY / NET ASSETS, END OF YEAR

\$ 11,262,688

See Independent Accountants' Compilation Report

SOUTHWESTERN COMMUNITY SERVICES, INC. AND RELATED COMPANIES

**COMBINED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED MAY 31, 2025**

CASH FLOWS FROM OPERATING ACTIVITIES

Net loss / change in net assets	\$ (818,634)
Adjustments to reconcile net loss / changes in net assets to net cash from operating activities:	
Depreciation and amortization	2,383,536
Amortization of deferred finance costs	662
Loss on sale	97,278
Loss on investment in limited partnerships	55
Forgiveness of debt	(889,090)
Decrease (increase) in assets:	
Accounts receivable	(211,815)
Prepaid expenses	(17,296)
Due from related parties	(100)
Security deposits	(4,939)
Increase (decrease) in liabilities:	
Accounts payable	(297)
Accrued expenses	(4,275)
Accrued payroll and payroll taxes	(5,074)
Other current liabilities	(11,065)
Refundable advances / prepaid rent	(253,830)
Tenant security deposits	3,240

NET CASH PROVIDED BY OPERATING ACTIVITIES 268,356

CASH FLOWS FROM INVESTING ACTIVITIES

Proceeds from sale of property	706,752
Purchase of property	<u>(220,453)</u>

NET CASH PROVIDED BY INVESTING ACTIVITIES 486,299

CASH FLOWS FROM FINANCING ACTIVITIES

Proceeds from long term debt	6,376
Repayment of long term debt	(485,567)
Distributed partner capital	<u>(82,552)</u>

NET CASH USED IN FINANCING ACTIVITIES (561,743)

NET INCREASE IN CASH AND RESTRICTED CASH 192,912

CASH AND RESTRICTED CASH, BEGINNING OF YEAR 6,573,706

CASH AND RESTRICTED CASH, END OF YEAR \$ 6,766,618

SUPPLEMENTAL DISCLOSURES OF CASH FLOW INFORMATION

Cash paid during the year for interest	<u>\$ 263,113</u>
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SUPPLEMENTAL DISCLOSURES OF NONCASH INVESTING AND FINANCING ACTIVITIES

Property financed by long term debt	<u>\$ 76,349</u>
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See Independent Accountants' Compilation Report

SOUTHWESTERN COMMUNITY SERVICES, INC. AND RELATED COMPANIES

**COMBINING BALANCE SHEET
MAY 31, 2025**

	SCS, Inc. and related <u>entities</u>	Meadow <u>Road</u>	Page <u>Homestead</u>	Senior <u>Citizens</u>	<u>Westmill</u>	Marlborough <u>Homes</u>	Payson <u>Village</u>	Woodcrest <u>Drive</u>	<u>Cityside</u>	<u>Total</u>
<u>ASSETS</u>										
CURRENT ASSETS										
Cash and cash equivalents	\$ 2,089,380	\$ 3,825	\$ 4,108	\$ 2,140	\$ 43,187	\$ 45,334	\$ 8,633	\$ 19,014	\$ 74,438	\$ 2,290,059
Accounts receivable, net	1,877,311	-	-	4	-	-	-	321	-	1,877,636
Prepaid expenses	230,668	9,057	11,159	5,648	54,579	24,059	39,327	54,762	13,691	442,950
Total current assets	4,197,359	12,882	15,267	7,792	97,766	69,393	47,960	74,097	88,129	4,610,645
PROPERTY										
Land and buildings	34,005,390	3,857,306	5,149,086	1,921,045	5,262,871	4,412,905	4,238,005	4,863,534	3,760,260	67,470,402
Vehicles and equipment	727,511	-	-	-	-	-	-	-	-	727,511
Furniture and fixtures	1,209,491	39,084	34,852	52,714	41,841	382,154	246,360	177,225	264,707	2,448,428
Total property	35,942,392	3,896,390	5,183,938	1,973,759	5,304,712	4,795,059	4,484,365	5,040,759	4,024,967	70,646,341
Less accumulated depreciation	20,400,760	2,221,964	2,650,981	1,620,364	1,547,042	2,143,450	1,879,098	1,325,442	1,550,989	35,340,090
Property, net	15,541,632	1,674,426	2,532,957	353,395	3,757,670	2,651,609	2,605,267	3,715,317	2,473,978	35,306,251
OTHER ASSETS										
Investment in related parties	57,628	-	-	-	-	-	-	-	-	57,628
Right of use asset	83,750	-	-	-	-	-	-	-	-	83,750
Due from related parties	37,747	-	-	-	-	-	-	-	-	37,747
Cash escrow and reserve funds	1,989,969	294,441	521,292	68,093	252,009	400,688	150,750	532,886	266,431	4,476,559
Security deposits	135,182	10,188	13,708	7,059	18,384	16,190	17,678	10,204	18,119	246,712
Total other assets	2,304,276	304,629	535,000	75,152	270,393	416,878	168,428	543,090	284,550	4,902,396
Total assets	\$ 22,043,267	\$ 1,991,937	\$ 3,083,224	\$ 436,339	\$ 4,125,829	\$ 3,137,880	\$ 2,821,655	\$ 4,332,504	\$ 2,846,657	\$ 44,819,292
<u>LIABILITIES AND PARTNERS' EQUITY / NET ASSETS (DEFICIT)</u>										
CURRENT LIABILITIES										
Accounts payable	\$ 251,870	\$ 33,134	\$ 31,630	\$ 22,682	\$ 5,473	\$ 2,166	\$ 44,221	\$ 76,087	\$ 5,552	\$ 472,815
Accrued expenses	189,563	-	-	-	-	2,419	5,724	58,906	-	256,612
Accrued payroll and payroll taxes	124,816	-	-	-	-	-	-	-	-	124,816
Other current liabilities	166,566	-	-	-	-	-	-	-	-	166,566
Refundable advances / prepaid rent	51,930	4,435	1,329	1,534	1,660	-	5,585	939	1,990	69,402
Current portion of lease liability	48,579	-	-	-	-	-	-	-	-	48,579
Current portion of Economic Injury Disaster Loan	3,893	-	-	-	-	-	-	-	-	3,893
Current portion of long term debt	209,059	-	-	-	-	-	-	-	-	209,059
Total current liabilities	1,046,276	37,569	32,959	24,216	7,133	4,585	55,530	135,932	7,542	1,351,742
NONCURRENT LIABILITIES										
Long term lease liability, less current portion shown above	35,171	-	-	-	-	-	-	-	-	35,171
Long term debt, less current portion shown above	11,009,594	3,933,600	5,150,500	1,534,469	1,131,963	1,595,236	2,833,154	2,620,049	1,889,991	31,698,556
Economic Injury Disaster Loan, less current portion shown above	138,066	-	-	-	-	-	-	-	-	138,066
Accrued Interest	222,284	-	-	-	-	-	-	-	-	222,284
Tenant security deposits	-	9,929	13,624	6,910	18,358	16,104	17,661	10,129	18,070	110,785
Total noncurrent liabilities	11,405,115	3,943,529	5,164,124	1,541,379	1,150,321	1,611,340	2,850,815	2,630,178	1,908,061	32,204,862
Total liabilities	12,451,391	3,981,098	5,197,083	1,565,595	1,157,454	1,615,925	2,906,345	2,766,110	1,915,603	33,556,604
PARTNERS' EQUITY / NET ASSETS (DEFICIT)										
Partners' equity	-	-	-	-	2,968,375	1,521,955	(84,690)	1,566,394	931,054	6,903,088
Net assets (deficit) without donor restrictions	9,504,922	(1,989,161)	(2,364,359)	(1,319,256)	-	-	-	-	-	3,832,146
Net assets with donor restrictions	86,954	-	250,500	190,000	-	-	-	-	-	527,454
Total partners' equity / net assets (deficit)	9,591,876	(1,989,161)	(2,113,859)	(1,129,256)	2,968,375	1,521,955	(84,690)	1,566,394	931,054	11,262,688
Total liabilities and partners' equity / Net assets	\$ 22,043,267	\$ 1,991,937	\$ 3,083,224	\$ 436,339	\$ 4,125,829	\$ 3,137,880	\$ 2,821,655	\$ 4,332,504	\$ 2,846,657	\$ 44,819,292

See Independent Accountants' Compilation Report

SOUTHWESTERN COMMUNITY SERVICES, INC. AND RELATED COMPANIES

**COMBINING STATEMENT OF OPERATIONS AND PARTNERS' EQUITY / NET ASSETS (DEFICIT)
FOR THE YEAR ENDED MAY 31, 2025**

	<u>SCS, Inc. and related entities</u>											
	<u>Without Donor Restrictions</u>	<u>With Donor Restrictions</u>	<u>Total</u>	<u>Meadow Road</u>	<u>Page Homestead</u>	<u>Senior Citizens</u>	<u>Westmill</u>	<u>Marlborough Homes</u>	<u>Payson Village</u>	<u>Woodcrest Drive</u>	<u>Cityside</u>	<u>Total</u>
REVENUES AND OTHER SUPPORT												
Government contracts	\$ 14,421,348	\$ -	\$ 14,421,348	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 14,421,348
Program service fees	2,705,415	-	2,705,415	-	-	-	-	-	-	-	-	2,705,415
Rental income	2,221,779	-	2,221,779	267,552	318,698	215,197	317,021	146,519	229,548	664,755	294,649	4,675,718
Support	565,248	43,592	608,840	-	-	-	-	-	-	-	-	608,840
Sponsorship	77,158	-	77,158	-	-	-	-	-	-	-	-	77,158
Interest income	26,065	-	26,065	-	-	-	-	-	-	-	-	26,065
Forgiveness of debt	889,090	-	889,090	-	-	-	-	-	-	-	-	889,090
Miscellaneous revenue	208,313	-	208,313	2,607	3,825	3,536	10,757	1,018,720	5,530	19,741	12,796	1,285,825
In-kind contributions	63,811	-	63,811	-	-	-	-	-	-	-	-	63,811
Total revenues and other support	<u>21,178,227</u>	<u>43,592</u>	<u>21,221,819</u>	<u>270,159</u>	<u>322,523</u>	<u>218,733</u>	<u>327,778</u>	<u>1,165,239</u>	<u>235,078</u>	<u>684,496</u>	<u>307,445</u>	<u>24,753,270</u>
NET ASSETS RELEASED FROM RESTRICTIONS	<u>52,861</u>	<u>(52,861)</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Total revenues, other support, and net assets released from restrictions	<u>21,231,088</u>	<u>(9,269)</u>	<u>21,221,819</u>	<u>270,159</u>	<u>322,523</u>	<u>218,733</u>	<u>327,778</u>	<u>1,165,239</u>	<u>235,078</u>	<u>684,496</u>	<u>307,445</u>	<u>24,753,270</u>
EXPENSES												
Program services												
Home energy programs	7,795,702	-	7,795,702	-	-	-	-	-	-	-	-	7,795,702
Education and nutrition	3,192,428	-	3,192,428	-	-	-	-	-	-	-	-	3,192,428
Homeless programs	2,031,513	-	2,031,513	-	-	-	-	-	-	-	-	2,031,513
Housing services	3,062,942	-	3,062,942	188,404	231,434	133,448	196,398	1,055,645	192,971	397,250	173,882	5,632,374
Economic development services	984,354	-	984,354	-	-	-	-	-	-	-	-	984,354
Other programs	618,327	-	618,327	-	-	-	-	-	-	-	-	618,327
Total program services	17,685,266	-	17,685,266	188,404	231,434	133,448	196,398	1,055,645	192,971	397,250	173,882	20,254,698
Supporting activities												
Management and general	2,265,058	-	2,265,058	85,312	87,949	66,997	62,399	40,161	42,099	130,583	55,779	2,836,337
Total expenses	<u>19,950,324</u>	<u>-</u>	<u>19,950,324</u>	<u>273,716</u>	<u>319,383</u>	<u>200,445</u>	<u>258,797</u>	<u>1,095,806</u>	<u>235,070</u>	<u>527,833</u>	<u>229,661</u>	<u>23,091,035</u>
INCOME FROM OPERATIONS BEFORE DEPRECIATION AND OTHER REVENUES AND EXPENSES	<u>1,280,764</u>	<u>(9,269)</u>	<u>1,271,495</u>	<u>(3,557)</u>	<u>3,140</u>	<u>18,288</u>	<u>68,981</u>	<u>69,433</u>	<u>8</u>	<u>156,663</u>	<u>77,784</u>	<u>1,662,235</u>
DEPRECIATION AND OTHER REVENUES AND EXPENSES												
Depreciation and amortization	(1,258,053)	-	(1,258,053)	(139,499)	(183,181)	(78,483)	(193,367)	(161,993)	(125,968)	(143,835)	(99,157)	(2,383,536)
Loss on disposal of property	(70,472)	-	(70,472)	-	-	(21,915)	-	-	(897)	-	(3,994)	(97,278)
Loss on investment in limited partnerships	(55)	-	(55)	-	-	-	-	-	-	-	-	(55)
Total depreciation and other revenues and expenses	<u>(1,328,580)</u>	<u>-</u>	<u>(1,328,580)</u>	<u>(139,499)</u>	<u>(183,181)</u>	<u>(100,398)</u>	<u>(193,367)</u>	<u>(161,993)</u>	<u>(126,865)</u>	<u>(143,835)</u>	<u>(103,151)</u>	<u>(2,480,869)</u>
NET LOSS / CHANGE IN NET ASSETS	(47,816)	(9,269)	(57,085)	(143,056)	(180,041)	(82,110)	(124,386)	(92,560)	(126,857)	12,828	(25,367)	(818,634)
PARTNERS' EQUITY / NET ASSETS (DEFICIT), BEGINNING OF YEAR	9,552,738	96,223	9,648,961	(1,846,105)	(1,933,818)	(1,047,146)	3,116,857	1,614,515	42,167	1,580,990	987,453	12,163,874
DISTRIBUTIONS FROM LIMITED PARTNERSHIPS	-	-	-	-	-	-	(24,096)	-	-	(27,424)	(31,032)	(82,552)
PARTNERS' EQUITY / NET ASSETS (DEFICIT), END OF YEAR	<u>\$ 9,504,922</u>	<u>\$ 86,954</u>	<u>\$ 9,591,876</u>	<u>\$ (1,989,161)</u>	<u>\$ (2,113,859)</u>	<u>\$ (1,129,256)</u>	<u>\$ 2,968,375</u>	<u>\$ 1,521,955</u>	<u>\$ (84,690)</u>	<u>\$ 1,566,394</u>	<u>\$ 931,054</u>	<u>\$ 11,262,688</u>

See Independent Accountants' Compilation Report

SOUTHWESTERN COMMUNITY SERVICES, INC. AND RELATED COMPANIES

**COMBINING STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED MAY 31, 2025**

	SCS, Inc. and related entities	Meadow Road	Page Homestead	Senior Citizens	Westmill	Marlborough Homes	Payson Village	Woodcrest Drive	Cityside	Total
CASH FLOWS FROM OPERATING ACTIVITIES										
Net loss/change in net assets	\$ (57,085)	\$ (143,056)	\$ (180,041)	\$ (82,110)	\$ (124,386)	\$ (92,560)	\$ (126,857)	\$ 12,828	\$ (25,367)	\$ (818,634)
Adjustments to reconcile net loss/changes in net assets to net cash from operating activities:										
Depreciation and amortization	1,258,053	139,499	183,181	78,483	193,367	161,993	125,968	143,835	99,157	2,383,536
Amortization of deferred finance costs	662	-	-	-	-	-	-	-	-	662
Loss on disposal of property	70,472	-	-	21,915	-	-	897	-	3,994	97,278
Loss on investment in limited partnerships	55	-	-	-	-	-	-	-	-	55
Forgiveness of debt	(889,090)	-	-	-	-	-	-	-	-	(889,090)
Decrease (increase) in assets:										
Accounts receivable	(207,820)	1,752	-	-	-	(7,813)	-	2,066	-	(211,815)
Prepaid expenses	81	117	(2,034)	(1,034)	2,503	(7,289)	(9,079)	(3,803)	3,242	(17,296)
Due from related parties	(100)	-	-	-	-	-	-	-	-	(100)
Security deposits	(2,042)	(774)	(541)	(411)	58	1,258	(983)	(762)	(742)	(4,939)
Increase (decrease) in liabilities:										
Accounts payable	(78,094)	(12)	15,299	14,192	(259)	(1,422)	20,849	27,691	1,459	(297)
Accrued expenses	(2,531)	-	-	-	-	2,419	2,000	(6,163)	-	(4,275)
Accrued payroll and payroll taxes	(5,074)	-	-	-	-	-	-	-	-	(5,074)
Other current liabilities	(11,065)	-	-	-	-	-	-	-	-	(11,065)
Refundable advances / prepaid rent	(245,497)	-	(11)	(1,207)	(3,253)	-	(4,233)	-	371	(253,830)
Tenant security deposits	-	774	923	416	(76)	(1,270)	982	765	726	3,240
NET CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES	(169,075)	(1,700)	16,776	30,244	67,954	55,316	9,544	176,457	82,840	268,356
CASH FLOWS FROM INVESTING ACTIVITIES										
Proceeds from sale of property	706,752	-	-	-	-	-	-	-	-	706,752
Purchase of property	(168,522)	(1,458)	(2,157)	(669)	(779)	(669)	(17,057)	(27,035)	(2,107)	(220,453)
NET CASH PROVIDED BY (USED IN) INVESTING ACTIVITIES	538,230	(1,458)	(2,157)	(669)	(779)	(669)	(17,057)	(27,035)	(2,107)	486,299
CASH FLOWS FROM FINANCING ACTIVITIES										
Proceeds from long term debt	6,376	-	-	-	-	-	-	-	-	6,376
Repayment of long term debt	(346,524)	-	-	-	(28,893)	-	-	(77,118)	(33,032)	(485,567)
Distributed partner capital	-	-	-	-	(24,096)	-	-	(27,424)	(31,032)	(82,552)
NET CASH USED IN FINANCING ACTIVITIES	(340,148)	-	-	-	(52,989)	-	-	(104,542)	(64,064)	(561,743)
NET INCREASE (DECREASE) IN CASH AND RESTRICTED CASH	29,007	(3,158)	14,619	29,575	14,186	54,647	(7,513)	44,880	16,669	192,912
CASH AND RESTRICTED CASH, BEGINNING OF YEAR	4,050,342	301,424	510,781	40,658	281,010	391,375	166,896	507,020	324,200	6,573,706
CASH AND RESTRICTED CASH, END OF YEAR	\$ 4,079,349	\$ 298,266	\$ 525,400	\$ 70,233	\$ 295,196	\$ 446,022	\$ 159,383	\$ 551,900	\$ 340,869	\$ 6,766,618
SUPPLEMENTAL DISCLOSURES OF CASH FLOW INFORMATION										
Cash paid during the year for interest	\$ 179,037	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 84,076	\$ -	\$ 263,113
SUPPLEMENTAL DISCLOSURES OF NONCASH INVESTING AND FINANCING ACTIVITIES										
Property financed by long term debt	\$ 76,349	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 76,349

See Independent Accountants' Compilation Report

Southwestern Community Services, Inc.
Board of Directors
2026 Composition

	Cheshire County	Sullivan County
CONSTITUENT SECTOR	Ron Nason SCS Tenant Carolyn Hall Head Start Policy Council Parent Representative	Taralyn Bielaski Population Health Dartmouth Hitchcock Medical Center Anne Beattie Newport Service Organization
PRIVATE SECTOR	Kevin Watterson, <i>Chair</i> Keene SwampBats Dominic Perkins, <i>Treasurer/Secretary</i> Senior VP, Retail Administration Savings Bank of Walpole	David Edkins, <i>Vice-Chair</i> Town of Walpole Kerry Belknap Morris, M.Ed. Early Childhood Education River Valley Community College
PUBLIC SECTOR	Jay Kahn Current Mayor, City of Keene Former State Senator, District 10 Andy Bohannon Deputy City Manager City of Keene	Derek Ferland Sullivan County Manager Rep. Hope Damon State Representative, District 8

CAREER OBJECTIVE:

Highly motivated person seeking challenging position where my experience and education will bring value to your organization.

Qualifications:

- Knowledge of Microsoft Word, Excel, Financial Edge, and PaperSave

EDUCATION:

Bachelors of Science in Business Management

Minor in Economics

Keene State College, Keene, NH (2011)

WORK EXPERIENCE:

Agency Fiscal Director

Southwestern Community Services, Keene, NH (2022-present)

- Maintains database for agency insurance for journal entries and submitting reimbursement
- Oversee cash flow for the agency
- Performs/completes monitors for federal programs
- Prepares actual to budget reports and monitors any variances, interprets/shares financials with necessary governing bodies, and reconciles accounts for various federal, state, and local programs
- Prepares any required reporting and invoicing on a regular basis.
- Supervise staff
- Work with CFO in preparation of the audit
- Assists with training and technical assistance support as it is necessary.

Agency Accountant I

Southwestern Community Services, Keene, NH (2020-2022)

- Maintains database for agency insurance for journal entries and submitting reimbursement
- Performs reconciliations of accounts for various federal, state and local programs.
- Prepares actual to budget reports and monitors any variances, interprets/shares financials with necessary governing bodies
- Prepares any required reporting and invoicing on a regular basis.

Account Receivable

Southwestern Community Services, Keene, NH (2019-2020)

- Responsible for maintaining entries into Yardi Genesis 2 regarding tenant receipts via ACH draws, daily intake of money, or HUD payments for Limited Partnership and SCS properties
- Maintains entries into Financial Edge for general ledger and accounts receivable module
- Responsible for online banking activity for SCS and Limited Partnerships
- Responsible for collecting/receiving and depositing all cash receipts for SCS and Limited Partnership
- Work with program directors and vendors for following up and collecting payments
- Maintains database for agency insurance for journal entries and submitting reimbursement

Accounts Payable

Southwestern Community Services, Keene, NH (2016-2019)

- Enter invoices accurately and in a timely manner into Financial Edge for the agency and properties owned as well as Fuel Assistance Program for payment
- Prepare and print checks for the Fuel Assistance Program
- Work with employees to resolve any issues with invoices
- Assist other team members for reimbursement or submitting claims for taxes and insurance
- Retain records for agency owned vehicles for registration/insurance purposes
- Maintain file system for paid/unpaid invoices

Accounts Payable

Hamshaw Lumber, Keene, NH (2011-2016)

- Prep and enter invoices into Eagle Browser for 3 stores
- Select and pay invoices for 2 stores and post payment
- Monthly statement reconciliations for vendors including credit cards
- Work with vendors and staff to research any problems
- Maintain organized filing system for all paid inventory and non-inventory and unpaid invoices
- Assist accounts receivable by helping customer's pay on their account and answer questions

PROFESSIONAL REFERENCES:

- Available upon request

Beth Daniels

Experience

Southwestern Community Services, Inc., Keene, NH

Chief Executive Officer

07/2021 – Present

- Oversight of agency departments (Senior Housing, Family Housing, Sullivan County Transportation, WIC, Head Start, Energy Services, Energy Conservation, Community Food, Housing Stabilization, New Hope New Horizons, Human Resources, Fiscal, IT Department, and Maintenance)
- Working with the Board of Directors
- Supervision of Senior Staff
- Agency compliance (federal grants, Dept. of Labor, IRS, Secretary of State, OSHA, etc.)

Chief Operating Officer

03/2016 – 07/2021

- Oversight of all general operations of the agency
- Supervision of Program Directors
- Agency-wide initiatives
- Grant compliance

Director of Energy and Employment Programs

10/2008 – 02/2015

- Oversight of all daily operations for Fuel Assistance, Electric Assistance, Neighbor Helping Neighbor, Senior Energy Assistance, Weatherization, HRRP, CORE, and Assurance 16 as well as the employment programs (Workplace Success, Work Experience Program, and WIA)

Career Navigator, Families at Work

04/2006 – 10/2008

- Provided ongoing support to households transitioning into the workforce
- Processed payments/invoicing for employment support services

Second Start, Concord, NH

Career Development Specialist

11/2004 – 03/2006

- Facilitated daily job-readiness classes and skill-building exercises
- Assisted participants with barrier resolution and the job search process
- Maintained participant records and completed reporting requirements
- Received ongoing training in teaching techniques and learning styles

Southwestern Community Services, Inc., Keene, NH

Case Manager, Homeless Services

09/2002 – 10/2003

- Responsible for all daily operations of housing program, rules, and regulations
- Completed weekly and monthly progress reports
- Coordinated house meetings, workshops, case conferences, and life skills classes

Case Manager, Welfare-to-Work

05/2000 – 09/2002

- Provided job placement and retention services for caseload of forty (40) clients
- Gained working knowledge of Department of Health & Human Services, Immigration & Naturalization Services, community agencies, and SCS

Education and Training

Leadership Monadnock	2016
Grant Writing Workshop Cheshire County	2012
Nonviolent Crisis Intervention Crisis Prevention Institute, Inc.	2012
Leadership Training Tad Dwyer Consulting	2010-2011
Criticism & Discipline Skills for Managers CareerTrack	11/2007
How to Supervise People CareerTrack	11/2007
Career Development Facilitator Training National Career Development Association <i>120-hour NCDA training</i>	09/2005
Certified Workforce Development Specialist National Association of Workforce Development Professionals	06/2005
Infection Control & Bloodborne Pathogens Home Health Care	01/2003
Bachelor of Arts in Human Services Franklin Pierce College <i>Graduated cum laude</i>	05/2002

Projects/Appointments

Current Board Member, NH Care Collaborative

Current Member, Sullivan County Public Health Advisory Council

Created Emerging Leaders Program, Southwestern Community Services

References Available

Experience

2000 – Present

Southwestern Community Services Inc.
Keene, NH

Chief Financial Officer (2014 – present)

Supervising the quality of accounting and financial reporting of SCS; a Community Action Agency. Total funding of \$38 million; federal, state and local funding sources. Primary responsibility is to establish and maintain effective internal controls relative to Uniform Guidance. Including overseeing fiscal policies & procedures, reviewing program budgets and forecasts, reporting to Policy Council and the Board of Directors, preparation of the annual audit and various monitorings. Member of Senior Staff. Supervision of Agency Fiscal Director and Housing Fiscal Director.

Agency/Housing Fiscal Director (2000-2014)

Responsible to lead and manage the daily operations of the Fiscal Department of SCS. Primary duties include budget preparation and analysis, financial statement preparation and audit coordination.

1993 –2000

Emile J. Legere Management Corp
Keene, NH

Accountant

Provided bookkeeping for real estate management/development corp. Managed 16 affordable housing properties. Responsible for cash management, general ledger, A/P, A/R, financial statement prep, and audit prep. Leasing Manager of large commercial/retail property responsible for lease management and marketing of over 30 retail spaces (Colony Mill Marketplace).

Education

Leadership New Hampshire, Graduate 2011

Plymouth State University, Plymouth, NH
M.B.A., 1999

Keene State College, Keene, NH
B.S., Management, 1991; concentration Mathematics and Computer Science

AFS Year Program Exchange
1986 New Zealand

HEATHER AMER

ADMINISTRATIVE SUPERVISOR V

CONTACT



PROFILE

Eighteen years of customer service and public relations experience in the human services field. Recruiting, interviewing and hiring for many State Government positions Expert knowledge of local area agencies as well as eligibility guidelines for programs administered by the state and federal government. Meticulous, self-motivated, well organized, and a multitasker with a proven ability to perform in a fast-paced environment. Able to provide excellent customer service to a diverse population.

SKILLS

- LEADERSHIP
- PERFORMANCE MANAGEMENT
- EMPLOYEE RELATIONS
- ONBOARDING
- BENEFITS ADMINISTRATION

EDUCATION

Franklin Pierce University

2014 - 2017

Bachelors of Arts Human Services. GPA 3.72

Degree Honors- Magna Cum Laude

Certified Public Supervisor
Course- State of New
Hampshire

2009

EXPERIENCE

State of New Hampshire Department of Health and
Human Services Administrative Supervisor V Bureau of
Family Assistance

November 2011- Current

Plans, evaluates, organizes, and directs the correct application and implementation of program policy and procedures, and accurate and timely benefit issuance by coordinating, implementing, prioritizing and leading a team by supervising the daily work performance of 10 Family Services Specialists and 3 Family Services Associates. Ensures that department personnel are following all procedures, policies, and guidelines.

Reviews and analyzes program and performance management data, reports and statistical information for performance implications and reviews with subordinate staff to provide constructive feedback, goal- setting and corrective action planning.

Participates in the development and directly responsible for the establishment, monitoring and evaluation of new work methods and office procedures to resolve operational problems, and daily staff workload activity schedules and contingency plans to respond effectively to planned and unplanned fluctuations in staff resources and District Office traffic and caseloads.

Identifies staff training needs, approves training requests and coordinates the provision of training strategies to enhance professional staff development knowledge, and work activity as well as conduct presentations and trainings to large groups or area agencies.

Responsible for personnel decisions and actions including performance evaluation, employee discipline including recommending termination, assigning work, and interviewing and selection of new staff.

Terra Rogers

PROFESSIONAL PROFILE: Current Director of Energy and Employment Programs with 15+ years of experience in a non-profit setting.

MANAGEMENT AND SOCIAL SERVICE SKILLS

- Personnel Relations
 - Strong PC skills
 - Human Resources
 - Problem Solving
 - Lead and Motivate
 - Excellent Communication
 - Community Outreach
 - Decision Making
 - Interviewing
 - Database Management
 - Training and Development
 - Maintain Confidentiality
-

EXPERIENCE

Southwestern Community Services [Keene/Claremont, NH] **11/2006- Current**

Director of Energy and Employment Programs (11/2015- Current)

Oversee all daily operations for Fuel Assistance, Electric Assistance, Neighbor Helping Neighbor, Senior Energy Assistance and Assurance 16.

WIOA Employment Counselor (11/2006- 11/2015)

Provide career management services to eligible customers with a focus on helping them obtain employment. Follows stringent guidelines and extensive documentation to help ensure program is running with federal and state government regulations. Serves as a liaison between customers, instructors, school administrators and businesses. Strong understanding of community resources to help provide appropriate referrals throughout the community.

Staples [various locations throughout VT, ME, NY and NH] **9/1996- 11/2006**

Operations Manager

Consistently promoted over a 10 year period. Established and maintained all store operations. Provided high end customer service which helped to continuously exceed maximum sales goals. Fulfilled a broad range of HR functions, including recruiting, onboarding, evaluations, staff training, administering benefits, overseeing disciplinary action and managing store personnel. Managed staff payroll, store scheduling, company marketing and overall store presentation.

EDUCATION

Granite State College- Concord, NH

Bachelor of Science (BS) in Behavioral Science (Magnum Cum Laude)

Graduated June 2012

NH Department of Energy

KEY PERSONNEL

List those primarily responsible for meeting the terms and conditions of the agreement.

Job descriptions not required for vacant positions.

Contractor Name: Southwestern Community Services Inc.

NAME	JOB TITLE	ANNUAL AMOUNT PAID FROM THIS CONTRACT	ANNUAL SALARY
Beth Danies	CEO	\$142,00	\$0
Margaret Freeman	CFO	\$131,029	\$0
Sarah Croteau	Agency Fiscal Director	\$67,600	\$0
Heather Amer	COO	\$84,080.10	\$0
Terra Rogers	Director of Energy Services Program	\$68,640	\$34,320