

# TEN YEAR ANNIVERSARY EDITION



## INSIDE

Our Clients	2
Our Funders	2
Our Building	2
Our Services	3
Our Partners	3
Our Future	3
Our Success	4
10 Year Summary	4
Board of Directors	4

## Milestones...

- **1998:** MCRC opens its doors!
- **2000:** MCRC begins free tax services in partnership with the IRS.
- **2003:** MCRC becomes an independent organization.
- **2004:** MCRC develops tuition-based programming, receives designation to offer training and testing for national occupational certifications, and becomes a provider for state training funds.
- **2005:** MCRC becomes a NH licensed postsecondary career school and MCRC begins offering state-contracted job readiness services for people with cultural and/or language barriers.
- **2006:** MCRC starts the Home Computer Distribution Program in partnership with NH Housing.
- **2007:** MCRC begins providing services for summer youth jobs programming with the City of Manchester.
- **2008:** MCRC expands its building by renovating the lower level and MCRC holds its first fundraiser. MCRC obtains its first company van, generously donated by Good News Garage.

## MCRC HISTORY

*Once upon a time...*

In 1995, the City of Manchester received Federal designation as an Enterprise Community (EC) under the Department of Health and Human Services – Urban Empowerment Zone/Enterprise Community Program. This designation was primarily based on 1990 Census information regarding poverty level criteria. Manchester was the only community in NH to receive this designation, which provided funds to develop specific programs to improve the economic situation within Manchester's Center City.

City Officials authorized funds for the construction of a neighborhood resource center and funds to implement employment-related programs for Manchester's most difficult to employ.

Southern New Hampshire Services, Catholic Charities of New Hampshire and Southern New Hampshire University were selected as partners with the City of Manchester to implement the first phase of this unique concept. This collaboration was given two main goals to complete during Phase One of this project:

1. *to provide critical support during the incubation period of the neighborhood resource center;* and
2. *to produce a successful enterprise that would become financially viable and a freestanding 501(c)3.*



The Manchester Community Resource Center (MCRC) opened its doors in October 1998 with the goal of assisting residents of Manchester to attain economic self-sufficiency and improve the overall standard of living by providing access to employment, education, information, and referral services in a multi-cultural environment. With the support from the collaboration, MCRC quickly earned a reputation for designing and implementing services that met the individual needs of our consumers.

On August 2, 2003, Phase One was completed. The Center became incorporated, the 501(c)3 status was granted, and the Center is now governed by the MCRC Board of Directors as we celebrate 10 years of successful programs.

## OUR CURRENT ORGANIZATIONAL STATUS

The history of MCRC details the evolution of the organization into an independent 501(c)3 nonprofit agency. This means that MCRC has its own Board of Directors and its own employer identification number and is not part of any other organization or directed by any government agency.

Under the guidance of an active Board of Directors, MCRC employees conduct the day to day business of running the organization. These employees include a full-time Executive Director, a full-time Program Director, a full-time Program Assistant, a full-time Lead Instructor, two part-time Office Assistants, and a part-time instructor. MCRC also utilizes several consultants and many volunteers on a regular basis.

## OUR CLIENTS

### Who does MCRC serve?

There are no geographic or demographic guidelines for most of MCRC's programs and services.

While the majority of our clients live in Manchester, we also serve many people from neighboring towns and as far away as Belknap County. It's not unusual to see people come from Concord, Nashua, Derry, Salem, and other areas to take advantage of our unique services.

There are no income guidelines, no extensive applications, and no waiting lists for our programs and services. People from all walks of life and a variety of

situations have accessed MCRC services.

Registered Nurses and LPN's have come to MCRC to update their computer skills; single parents receiving public assistance are often served with a variety of education and training services at MCRC; people with college degrees who have been downsized have come to MCRC for retraining; and people who never completed high school access MCRC's educational services. MCRC serves people with limited English; senior citizens; people with disabilities; those who have a criminal history or substance abuse in their background; people receiving unemploy-

ment compensation, the underemployed and the unemployed, the homeless population and homeowners. Anyone who wants to improve their skills, find resources, or advance in their career path is welcome at MCRC.



## OUR FUNDERS

People often ask "Who funds MCRC?" There is no quick answer as MCRC receives funding from a wide variety of sources. The funding received by MCRC consists of local, state, and federal funding sources, as well as grants awarded from private foundations. MCRC is a United Way agency and receives financial support from the City of Manchester.

State funds are awarded through contracted services, and MCRC has received funds from the Bean Foundation; NH Charitable Foundation; Cogswell Benevolent Foundation; TD BankNorth; and many others, too numerous to mention. In addition to receiving grant funds, MCRC generates program income through tuition-based services and MCRC held its first

fundraiser in 2008. In-kind and product donations through various businesses and agencies also add to MCRC's assets including such organizations as Microsoft, TechSoup, Good News Garage, The Community Capacity Development Office-Dept. of Justice; and many local and national private businesses.



*"Diversified funding sources keep us growing strong."*



## OUR BUILDING

Our beautiful building is modern, welcoming, and full of resources for the community. Our building is conveniently located in the Center City of Manchester and is fully handicapped accessible. Our large lobby has a reception area, vending machines, a library of career development publications, community resource postings, job listings, and computers available for public use. Large, bright classrooms offer

a comfortable learning environment, two fully equipped computer labs provide the latest technology for learning and practicing new skills, and our health lab offers a great resource for hands-on learning for our medical training programs. A Manchester Community Policing substation is located inside our building, we have a student break area, a full commercial kitchen, and several conference rooms

and offices. Our new lower level provides a large meeting space for graduations, special events, and large meetings. There's even additional classroom space downstairs.



## OUR SERVICES

The Manchester Community Resource Center (MCRC) is focused on meeting the education and employment needs of the people we serve. We do this by offering programs and services which assist people with meeting their individual goals.

**Employment Services:** MCRC provides JobLink services free of charge to the community. This program offers assistance with job readiness and job search activities to the general public. MCRC also offers tuition-based career and computer skills training through its licensed On-Track Training services so that individuals can update their technical skills or learn the skills required for new career paths. Occupational certifica-

tions are available to help people obtain the work credentials needed to become competitive in the job market. Through our state-contracted Job Readiness Program (JRP), MCRC provides opportunities for people with language and/or cultural barriers to learn job readiness skills and experience actual worksite simulation activities. MCRC assists with delivering a summer youth jobs program with the City of Manchester to help unemployed youth earn wages and learn job skills.

**Education Services:** Through MCRC's On-Track Training programs, people can improve their educational level and learn new skills. MCRC's GED services provide people

with support in obtaining their GED certificate, and our ESL programs have assisted many people with advancing their English skills. Our free basic computer literacy programs offer the chance for everyone to get connected to technology, even if they have no computer skills at all.

**Other Services:** MCRC provides on-site resources and resource referral to meet a variety of needs. The community can access free services such as use of our public computers, telephone use, and faxing and photocopying services to help them reach their goals. The Manchester Police Dept. sub-station located within MCRC provides a police presence for the local community. If some-

one needs a specific resource, we know where to send them or can find out. In partnership with NH Housing, MCRC participates in a Computer Distribution Program which refurbishes corporate-donated computers and distributes them for home use to Section 8 tenants around the state. We are a referring agency for Dress for Success, have spent the last 8 years delivering a very successful, high-volume free tax program in partnership with the IRS, and we provide space for our partner agencies to conduct programming. We offer cooking and nutrition classes through Operation Frontline and have provided a variety of financial literacy programming over the years.

## OUR PARTNERS

MCRC has many partners at a variety of levels. Some of our partners over the years have included:

- The City of Manchester
- The State of NH
- WIA-Workforce Investment Act
- NHEP-NH Employment Program
- NH Vocational Rehabilitation
- E & R Cleaners
- Good News Garage
- Americorps/VISTA
- Manchester Police & Fire Departments
- Southern NH Services
- International Institute of NH
- NH Housing
- Internal Revenue Service
- Weed & Seed/CCDO
- Manchester Rotary
- Dress for Success
- New Horizons
- The Way Home
- NH Community Technical College
- NH Community Loan Fund
- Citizens Bank
- NH Employment Security



*“Creative partnering allows MCRC to best utilize limited resources and avoid duplication of services in the community.”*

## OUR FUTURE

### What's next for MCRC?

**We have plans...**

To continue to creatively develop new programs and services to meet the on-going needs of the community.

To expand services to reach more people.

To develop more partnerships and collaborations to form strong bonds which best serve the community.

To investigate and secure new funding sources.

To utilize our dedicated staff, volunteers, and consultants to be innovative in our approach to programs.

To make the next ten years even better than the first!

*Special Thanks to*

**GOOD NEWS GARAGE**

for the generous donation of MCRC's first company van!



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**We're on the Web!**  
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**BOARD OF  
DIRECTORS**

CHAIRPERSON: GAIL FISHER  
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VICE-CHAIR: RICK BOTNICK  
E & R CLEANERS

TREASURER: JONATHAN ROUTHIER  
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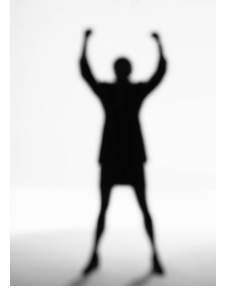
***THE SECRET TO OUR SUCCESS...***

**HOW DO WE DO IT?** As a small agency, we survive and thrive by surrounding ourselves with competent and multi-skilled staff, by developing strategic partnerships and collaborations, and through support from our active Board of Directors.

Our creative staff is dedicated to our mission and enjoys staying busy and multitasking. All staff are cross-trained in a variety of areas and can teach classes, develop and implement ideas, manage the front desk, and work directly with clients on a variety of levels. We might clean, cook, paint, move furniture, make repairs, shovel snow or rake leaves, work weekends and evenings, or do whatever else it takes to support the mission of MCRC.

Our multitalented staff are also adept at forming effective partnerships and collaborations with other agencies and businesses. Through these valuable partnerships, MCRC can stretch available resources, share best practices, and increase services and outreach activities to reach more people without duplicating existing programs.

Our active Board of Directors guides and supports MCRC and plays an important role in the success of our agency. MCRC thanks each and every member of our Board for their commitment with special thanks to Dennis Lagueux of TD BankNorth; Dean Christon of NH Housing; and Dick Shannon of NH Catholic Charities for their involvement as original members of MCRC's Board of Directors.



**TEN YEAR SUMMARY**

***We've come a long way in ten years...***

Over the years, the Manchester Community Resource Center (MCRC) has evolved into an independent, vibrant and effective agency providing services and programming to meet the ever-changing needs of the community.

By constantly assessing the needs of the people we serve, we have the ability to quickly develop programs to address those needs and evaluate the effectiveness of our programs on an on-going basis.

Employment and education services have been a consistent need for the people we serve over the years and as the labor market changes,

so do we in our approach to help people secure and maintain employment. Adding occupational credentials to our training programs was one of our solutions as the job market tightened and available jobs became much more competitive. As our clients demanded quality education and training programs, MCRC went through the process to become a NH Licensed Career School as a way to ensure accountability in the development of our training programs. Realizing that the tough job market made things especially difficult for youth and people with language/cultural barriers, MCRC collaborated with others to address these needs with summer youth jobs programming and

state-contracted job readiness services.

Over the years, we have found it important to stay updated on the technology needs of the community and to maintain extensive knowledge of available community resources to best assist the people we serve.

Programs have come and gone at MCRC based on the current needs and new programs are always in development as a need arises.

Through it all, we remain focused on our mission and are pleased to have served the hundreds who have benefited from our services over the past ten years.