

Part III

Other Agencies & Organizations

Advance Transit (AT)

AT is a bi-state regional nonprofit 501(c)3 public transportation system headquartered in Wilder. Our services include FREE regularly scheduled fixed route bus service, park-and-ride shuttles, and the Upper Valley Rideshare carpool matching service. Information on routes and schedules, as well as the Upper Valley Rideshare program, can be obtained at the Town offices and many other locations or by phone 8-4:30 Monday through Friday. Call 295-1824 or visit our website at www.advancetransit.com for more information.

Ridership on AT's fixed routes continues to increase. In FY12 549,487 passenger trips were boarded, 10,992 of which originated in Norwich. An additional 314,089 passenger trips were boarded on the shuttles operating in downtown Hanover and at Dartmouth-Hitchcock Medical center. Another 10,192 trips were taken on AT's Access ADA service. Results of a passenger survey taken in May, 2012 indicate that 58% of riders use the bus to commute to and from work. One respondent commented, "Without them I'd lose my job. Very thankful we have you guys." Passengers give service quality high marks. 98% said buses were usually or nearly always clean; 97% said that buses were usually or nearly always comfortable; and 97% said that bus drivers were usually or nearly always polite and helpful.

Municipal financial support for AT's public transit service is vital, but AT has worked hard to broaden its base of support. Over 1,200 donors have stepped forward, many of whom are riders. Local institutions, foundations, and businesses are providing financial support in the form of contributions and sponsorships. In 2012 a report from the Transportation Research Board of the National Academies on "Implementation and Outcomes of Fare-Free Transit Systems" had this to say about AT's funding support: "Among rural transit programs in the nation, Advance Transit has developed one of the most innovative and diversified funding packages to support its operations." Since AT implemented its fundraising program in 2007 it has raised over \$525,000 in addition to revenue from sponsorship signs.

Thank you for your continuing support.

Van Chesnut, Executive Director

Aging in Place in Norwich

Aging In Place in Norwich (AIPN), is a nonprofit, volunteer organization serving Norwich elders since 2009. The goal is to provide free services to residents who wish to remain in their homes as they age.

AIPN's leadership is composed of 11 board members. We meet monthly to plan and carry out community-based programs which include volunteer service days for elders, educational forums, and sharing information and resources with Norwich elders. This year we held eight service days, which provided help with household chores, gardening, shopping, and light maintenance. AIPN's volunteer drivers continue to offer free door-to-door rides for elders so they can attend appointments. This year we also offered free rides to anyone needing to get to and from Tracy Hall on Election Day.

Our website is www.AgingInPlaceNorwich.org. An online, user-friendly resource directory for elders and their families is being developed. A request for help from AIPN is a phone call away from any of our board members listed on our website.

AIPN also sponsors social events for elders, such as Bingo at the annual Norwich Fair, and volunteer/recipient receptions at the Norwich Historical Society, which has generously offered its home for many AIPN events.

We serve Norwich elders entirely through donations from individuals and in-kind gifts from local businesses. AIPN has not requested financial support from the town of Norwich.

We do look forward, however, to continuing cooperation with local organizations which have helped us bring together caring volunteers and Norwich elders.

Don McCabe, President (649-5921)

American Legion Lyman F. Pell Post #8

Lyman F. Pell Post #8, The American Legion, Department of Vermont is a 501(c) non-profit veterans' organization. The membership is made up of eligible veterans whose dates of service are controlled by Congress. We are proud to have numerous members who are currently serving on active duty in the U.S. Military. We actively support veterans' issues such as access to the Veterans Hospital, veterans' employment rights, end of life care, and funerals. In the town of Norwich we insure each veteran's grave has an American flag displayed next to the headstone during the summer months. Our Rifle Team is certified to conduct ceremonies at veterans' funerals.

We are a dynamic, but very unique, Post in that our income is derived from food sales, donations, and small cribbage tournaments every Thursday night. We are available to assist with schools educating people on Flag etiquette, Military History, and veterans' issues.

We organize and participate in the annual Memorial Day observance. We actively support Scouting and "Children and Youth" programs. We are also partnering with the Norwich Historical Society to document local veterans' military service. This year we assisted Norwich University in restoring Alden Partridge's grave site, recognized Earl Thompson by making him Commander Emeritus, assisted with numerous veterans' funerals, and assisted other veterans' organizations with their programs.

For more information on our organization feel free to contact any of our members. Meetings are held on the first Monday of the month at 1900 hours.

Ellis J. Harlow, Commander (802-785-2512)

Child Care Center in Norwich

The Child Care Center in Norwich is a nonprofit organization founded in May 1971 for the purpose of providing high-quality, affordable, child care services for families of the Upper Valley. In September of 2009 the program expanded in order to provide after-school care for Norwich children. The Child Care Center is a social service agency as described in 24 V.S.A. § 2691.

The Center provides child care to 70 children ages six weeks through six years and 35 after-school children in grades kindergarten through sixth. We have been accredited by The National Association for the Education of Young Children since 1996. The Center also offers inclusive programming for children with special needs who are referred by local school districts. Tuition for preschoolers is on a sliding fee scale based on family income; need-based scholarships are also available. Additionally, tuition subsidies are available through the state of Vermont for low-income working families. The Center receives funding from the United Way. In FY12, we served 84 children from the town of Norwich. Six Norwich children received partial scholarships totaling \$7,025; 23% of Norwich families take advantage of the sliding fee scale.

The staff and board are committed to a Center rich in diversity of families and children, both culturally and economically. We believe that, to a large extent, the strength and quality of our program is derived from the broad experiences of our families and staff.

Allison Colburn, Executive Director (649-1403)

Connecticut River Joint Commissions (CRJC)

CRJC's mission is to preserve and protect the visual and ecological integrity and sustainable working landscape of the Connecticut River Valley, and to guide its growth and development through grassroots leadership. Fiscal Year 2012 was full of activity and outreach to Connecticut River communities. CRJC meetings featured presentations by experts in environmental services and natural resources and on the impacts of Hurricane Irene on the river and its watershed.

The CRJC adopted a three-year Strategic Plan to develop engaged and active membership for Local River Subcommittees and the Joint Commissions to guide its programs, promote implementation of the Connecticut River Management Plan, reach out to communities on river issues and best practices for riverfront land management, and to articulate issues that affect the Connecticut River and its watershed.

CRJC's new website makes CRJC publications and events easier to locate. The new bi-weekly email update keeps CRJC members, subcommittees, and those with a general interest in CRJC activities informed. It has over 180 subscribers to date. We invite you to visit our website to view a complete annual report and to join our mailing list at www.crjc.org.

*Rebecca Brown, President (NH); Chris Campany, Vice President (VT)
Tom Kennedy, Secretary (VT); Mary Sloat, Treasurer (NH)*

ECFiber

East Central Vermont Community Fiber-Optic Network is a non-profit municipal joint venture of 23 towns, formed by Town Meeting votes in 2008. Reliable high-speed Internet connectivity has become essential to business and education on every scale and at every level. ECFiber's goal is to meet that need by providing true broadband service to every residence, business, and civic institution in our member towns. Network construction is financed incrementally by small-scale individual investors; no local taxes are involved.

As described in last year's report, ECFiber's first (January 2011) round of local investment financed construction of our central Network Operating Center near the Royalton-Bethel town line, plus about 24 miles of cable, chiefly in Barnard. At the end of 2011, 128 customers had been connected in Barnard, Bethel, and Royalton. During 2012, using funds and pole-applications mostly dating from late 2011, the network grew to 42 miles of cable. As of January 10, 2013, 300 customers are connected enjoying reliable symmetrical high-speed Internet service at 5, 10 or 20 Mbps, at their choice. Most subscribers also take ECFiber's telephone service, with toll-free long distance throughout the continental US and Canada.

During 2012, ECFiber sought local investments to support extending the network into Chelsea, Vershire, Tunbridge, Strafford, Thetford, Norwich, Sharon, and Woodstock. Three closings (in April, August, and December) raised a combined total of \$1.8 million, including \$465,000 from Norwich residents. Meanwhile, the Vermont Telecomm Authority's decision to build their 39-mile "Orange County Fiber Connector" (OCFC) through Chelsea, Vershire, Thetford, Strafford and Sharon substantially reduced ECFiber's net capital cost to reach residents and side roads along that path in 2013.

Wherever possible, our fiber-optic cables follow existing utility-pole lines. Federal and state regulations do provide for hanging newcomers' cables on existing poles, but the rather cumbersome process can take as much as 12 months from initial paperwork to actual installation. As of January 2013, a Norwich "hub" is being installed at the Marion Cross School, most of the pole-attachment licenses are due in the last week of February, and we are cautiously hopeful that cable installation will start in early Spring. The initial target neighborhoods include Bragg Hill, Beaver Meadow, and the outer ends of Turnpike Road and Upper Turnpike Road. By early summer, an ECFiber feeder coming south from the OCFC in

Thetford will connect the Union Village, Kerwin Hill, and Kendal Station neighborhoods. A map showing these planned routes can be seen at www.ecfiber.net.

In each town, ECFiber seeks to reach as many unserved premises as possible, subject to available funds. The next investment round is scheduled for April 1, 2013. Watch the Norwich listserv for more information, or write either of your ECFiber representatives: Irv Thomae (irvthomae@alum.mit.edu) or Katie Smith (home.hearth@gmail.com).

Irv Thomae (Delegate) and Katie Smith (Alternate)

The Family Place

The Family Place supports the positive growth and development of all parents by offering services that encourage families to build upon their strengths. While we provide services to any family with young children, our particular expertise is in serving those families most in need. While we help the current generation of young families and children, we also positively impact future generations by creating parenting skills that will support the next generations. We have a strong track record of success and are well known for our expertise in parenting.

Increased need for services in the Upper Valley has necessitated expansion at The Family Place – in programs, staff size, and buildings – to meet the volume of those needs. These expansions have allowed us to deliver programs in a welcoming and functional parent-child center, which will lead to better outcomes for Upper Valley families and children. We, and all of our supporters, are building a better future for these families.

Over the past 27 years The Family Place has served 27 towns in Vermont, as well as 9 towns in New Hampshire in many ways – including child care payment assistance, home visiting programs, playgroups, family fun events, parent education, holiday assistance for individuals in need, child advocacy and therapy, information and referral services, a lending library, and a wonderful on-site program to assist young mothers with parenting skills, knowledge of child development, job readiness, and life skills.

The Family Place served approximately 192 Norwich residents last year, through both on- and offsite services. Other residents took advantage of our special events, lending library, website, and referral services. For more information on programs and activities, please view our website at www.the-family-place.org or call 649-3268 for assistance.

Elaine Guenet, Executive Director

Greater Upper Valley Solid Waste District (GUVSWD)

Chartered by 10 Upper Valley towns in 1992 under authorization from the Vermont Legislature, the GUVSWD was created to replace unlined town dumps with a regional sanitary landfill and implement waste recycling and diversion programs. In our 20-year history, thousands of tons of recyclables and hazardous waste have been removed from the waste stream through education and local diversion programs.

Additionally, the District has sited, designed and permitted a publicly owned landfill site in North Hartland. We are currently looking at alternative waste reduction and recycling uses for this site to assist local towns in complying with new State waste reduction legislation.

The programs and services of the District include special collection events for household hazardous waste, electronics, tires, bulbs, and other hard-to-dispose-of items, outreach and education for students and residents, and technical assistance to member towns. During 2012, the GUVSWD provided direct services to Norwich and its residents including:

- Assistance in the recycling and disposal of hard-to-manage materials collected at the

Transfer Station including: fluorescent light bulbs, used motor oil, and tires.

- Assistance in recertifying the Norwich Transfer Station.
- District-sponsored household hazardous waste events held in Hartford in June and Norwich in September in which 156 Norwich residents participated.
- Norwich residents also purchased compost and recycling bins, recycled fluorescent bulbs and electronics at our office in North Hartland, and utilized our bulky trash, tire, book, and scrap metal collections.

A District events calendar and Green Guide will be available in the spring at Town Meeting, at the Town Clerk's Office, and the District Office. Contact the GUVSWD by email at guvswd@valley.net, call us at 296-3688 or visit us on the web at www.guvswd.org.

Green Mountain RSVP & Volunteer Center

Green Mountain RSVP (Retired and Senior Volunteer Program) & Volunteer Center is part of the Corporation for National and Community Service, which includes Senior Corps, a nation-wide program for people 55 and older who wish to have a positive impact on the quality of life in their communities. Through meaningful and significant use of their skills and knowledge, they offer their volunteer service to nonprofit and community organizations.

Bone Builders (osteoporosis prevention exercise classes), Seniors for Schools (helping young students read), and TeleCare (calling homebound elders) are three of the important programs RSVP sponsors in Windsor County. Our volunteers continually address community concerns such as health and independent living for elders, literacy, emergency preparedness and the needs of lower-income citizens.

In Norwich RSVP volunteers served 2,293 hours last year at the Norwich Women's Club, Norwich Senior Housing, the Norwich Historical Society, the town of Norwich, Norwich Public Library, and the Marion Cross Elementary School, to name a few. Throughout Windsor County 216 volunteers offered 57,373 hours of service last year to 77 different organizations. If you are interested in becoming an RSVP volunteer, Linda Husband can be reached at the Springfield office at (802) 885-2083.

Patricia M. Palencsar, Executive Director

Headrest

Headrest has completed 42 years of continuous services operating our 24-hour Hotline. This service started on January 4, 1971. The Hotline answered 8,450 calls this past year dealing with suicide, crisis, substance abuse and adolescent issues as well as providing information on services related to food, shelter and assistance. Please know that someone is always here to take your call 24/7 at 603-448-4400 or 1-800-639-6095.

Headrest receives suicide calls for New Hampshire and Vermont from two national suicide lines (1-800-273-8255 and 1-800-SUICIDE). Headrest was accredited by the American Association of Suicidology on August 6, 2012 for a three-year period. We currently are the only crisis call center in New Hampshire and Vermont with this designation.

Headrest also does substance abuse counseling and runs a Residential Transitional Living Program. Both of these programs due to State of New Hampshire grant funding are required to give priority to New Hampshire residence. Vermont residents should call for availability.

The Hotline is generously supported by municipalities in the Upper Valley as well as

donors from those towns including Norwich. I would like to extend to the taxpayers of Norwich my thanks and appreciation for your past and future support. The staff at Headrest will do our very best to put your funds to good use serving those in crisis.

Michael J. Cryans, Executive Director (603-448-4872, ext. 110)

Health Care and Rehabilitation Services (HCRS)

HCRS is a comprehensive community mental health provider serving residents of Windsor and Windham counties. HCRS assists and advocates for individuals, families, and children who are living with mental illness, developmental disabilities, and substance use disorders. HCRS provides these services through outpatient mental health services, alcohol and drug treatment programs, community rehabilitation and treatment programs, a developmental services division, and alternatives and emergency services programs.

During FY12, HCRS provided 1,466 hours of services to 39 residents of the town of Norwich. The services provided included all of HCRS' programs, resulting in a wide array of support for the residents of Norwich.

Anyone with questions about HCRS services should contact George Karabakakis, Chief Operating Officer, at (802) 886-4500.

Montshire Museum of Science

The Montshire Museum of Science is a nonprofit, community-owned and -operated institution serving Norwich and surrounding communities since 1976.

More than 281 Norwich households are members of the Museum and many other Norwich residents and their guests are regular visitors. The Montshire offers several benefits exclusively to Norwich residents, including free Museum admission for school groups visiting from Marion Cross School and groups from the Child Care Center in Norwich. Montshire Summer Camp scholarships are offered to Norwich students through a partnership with the Marion Cross School. The Montshire also serves as an official emergency evacuation site for the Marion Cross School and for the Child Care Center in Norwich.

In 2012, nearly 3,194 Museum visits were subsidized by the Museum through complimentary passes issued through Upper Valley Social Service agencies. Both Norwich-based nonprofits (Vermont Center for Ecostudies, High Horses Therapeutic Riding Program, The Family Place, the Norwich Business Council, and the Norwich Fire Department), and other nonprofit organizations serving the Norwich community benefit from free use of Montshire's Porter Community Room.

During the year, more than 140,000 people visited the Montshire and nearly 13,000 students participated in a school group visit. The Montshire is one of the most popular attractions and educational resources in northern New England, and is recognized nationally as one of the best science centers in the country.

David Goudy, Director, Montshire Museum of Science

Norwich Historical Society & Community Center

We would like to say a special thank you to all our donors, members, and friends without whom our work would not be possible. Your Historical Society continues to grow and thrive thanks to the generous support of the Norwich community, and 2011, the celebration of the 250th anniversary of the signing of our Town's Charter, was no exception.

Along with the Library, the Women's Club and the Town, we coordinated a series of celebratory events. Everything came together on September 17th on the Norwich green with our own Charter Day. We were honored to have the Color Guard from Norwich University with us. Senator Leahy sent a flag that had flown over the U.S. Capitol, and Governor Peter Shumlin and Congressman Peter Welch spoke, along with State Representative Margaret Cheney. Marion Cross students wrote their own Charter, now hanging at the Historical Society, and they provided the music and read from both Charters, old and new. Curators in the Community, a look at life in Norwich today, is the 250th exhibit curated by the Marion Cross students, and represents every class. It is a lasting time capsule until the 300th anniversary celebration in 2061!

The Historical Society works closely with our Historic Preservation Commission. In 2011, thanks to a federal grant and additional support from the Preservation Trust of Vermont and Dartmouth Printing, we produced a wonderful Historic Walking Tour brochure. You can find it at the Norwich Inn, Library and Tracy Hall and in the Vermont State Welcome Centers. We know it is bringing visitors to town as we see them walking up and down Main Street with brochures in hand, frequenting our shops, eating in our restaurants, and visiting the Historical Society.

We continue to promote and educate about the importance of historic preservation in our town. We will be developing an enhancement to the Historical Society's website that will focus on the preservation projects underway. Currently the last two remaining one-room schoolhouses, Beaver Meadow and Root, are hoping to do some major restoration work, and the Grange needs attention too.

Without your commitment, we could not do what we do, and we are very grateful. Thank you!

Nancy Hoggson, President (649-0124)

Norwich Lions Club

The Norwich Lions Club is a member of Lions International, a worldwide organization operating in more than 180 countries. Its primary mission is to serve the eyesight needs of people around the world with donations of eyeglasses and funding to address sight-related medical issues. Norwich Lions was chartered in 1954 and provides assistance to a number of Upper Valley charitable organizations and to Norwich families in need. Our eyeglass collection mailbox is located in front of Dan & Whit's and there is a smaller one at the Town Clerk's office.

Our primary fundraiser for the past 24 years has been the Norwich Fair which is held on the Town Green in July. This past July over \$ 20,000 was raised and all was returned to the community. Organizations benefiting in 2012 include: Red Logan Dental Clinic, The Haven, Holiday Basket Helpers, Norwich Public Library, SEVCA, Hanover H.S. scholarships, Headrest, VINS, Willing Hands, Windsor County Partners, COVER, Habitat for Humanity, High Horses TRP, Special Olympics, Twin State Soccer, VAMC "Needy Veterans," and several families with special needs.

In February, a "Food From the Heart" drive netted 1,200 lbs of nonperishable food which was divided between The Haven and the Sharon Food Pantry.

The Club places a memory tree at Christmas time in the bandstand. Thoughtful donations provided by individuals in the community made it possible this year for the Club to

place lighted wreaths along Main Street during the holidays. This winter the Club will offer buckets of sand for walks and stairs of elderly Town residents.

The Lions Club meets on the first and third Tuesdays of each month from September to June in the Norwich Public Library community room. We invite any Norwich resident to join us with the goal of encouraging family participation in the tradition of community service. If you are interested in learning more about Lionism, please contact Demo Sofronas at 649-1536 or Jay Van Arman at 649-1723.

Jay Van Arman, President

Norwich Public Library

The Norwich Public Library (NPL) is a 501(c)(3) nonprofit organization. Operating funds come from the Town appropriation, charitable gifts, and library fees. The library serves the residents of Norwich. Out-of-town patrons pay an annual fee equal to Norwich’s per capita tax support.

This has been an exciting year of growth at NPL. While total library circulation remained strong (60,223 items) circulation of e-books and downloadable audio books rose 43%! Offering free WIFI continues to be an important library service as we saw its usage increase 13%. Our Community Room was booked 517 times last year, a 4% increase. Over 3,900 people attended 203 library-sponsored programs. These free programs included First Wednesdays, Valley Voices, story times, movies, book talks, Lego Club and our first-ever moon viewing party.

NPL received grants from the Norwich Women’s Club to purchase new chairs (especially designed for laptop users) and from the Norwich Lions Club to buy large-print books. In addition, we received funding from the Preservation Trust of Vermont for a building assessment and from the VT Department of Libraries for children’s programming. Generous support from the Friends underwrote additions to our audio book & periodical collections and funded the Summer Reading Program.

NPL’s success is a reflection of the generous support from Norwich residents, our amazing volunteers, our dedicated Friends group and our patrons. On behalf of the Board of Trustees and staff, we thank you.

Lucinda H. Walker, Director (649-1184, Lucinda.Walker@norwichlibrary.org)

Norwich Public Library – FY12 Income & Operating Expenses

FY12 Income	Budgeted	Actual
Town Appropriation	170,000	170,000
Annual Appeal & Fundraising	72,700	54,120
Endowment Income	4,000	4,472
Library Income (fees/fines)	6,784	5,905
Grants & Gifts	20,866	25,419
Healthcare Tax Credit	0	1,416
Will Bequest	<u>0</u>	<u>50,000</u>
TOTAL INCOME	\$274,350	\$311,332

FY12 Operating Expenses

Salaries & Taxes (FTE 4.19)	175,248	172,267
Health Insurance	21,950	14,959
Building & Ground Expenses	24,400	25,835
Books (includes processing costs)	9,750	9,517
Audio/Visual (includes processing costs)	3,650	3,302
Electronic Databases & Periodicals	2,220	2,285
Library Sponsored Programs (all ages)	1,000	1,197
Technology (Hardware/software/DSL/website)	3,352	2,792
Contracted Services (bookkeeping, janitorial, tax prep)	10,150	10,123
Insurance (Property/casualty & worker's comp)	8,750	7,839
Administrative Expenses (office supplies, copier contract)	4,020	4,192
Postage (including interlibrary loan expenses)	2,600	2,773
Promotions (fundraising, advertising, printing, mailings)	3,310	3,505
Professional Development (dues, conferences, mileage)	950	1,246
TOTAL OPERATING EXPENSES	\$271,350	\$261,832

Norwich Women's Club

The Norwich Women's Club (NWC), a social and philanthropic organization with over 200 members, is open to anyone interested in Norwich. The Club, which raises a substantial amount of money for the Town, is 100% volunteer run.

Each spring and fall the NWC sponsors a Nearly New Sale to fund post secondary school scholarships for Norwich residents. The extraordinarily successful 2011 Fall Sale allowed the club to award scholarships totaling \$34,000, as well as to amortize excess funds of \$12,000 (\$3,000 annually) for the next four years. The NWC is the largest single nonprofit provider of student scholarships in Vermont.

In March the NWC presented its first annual Norwich Citizen of the Year award to John Girard at the newly designed Spring Gala. The net proceeds from the one-night event were added to the proceeds of the biannual Town Directory, compiled and sold by the NWC. In total \$21,712 was distributed to the Norwich community. A full listing of this year's community grants can be found at www.norwichwomensclub.org. The NWC sponsors summer concerts on the Green, and maintains the beautiful triangle garden next to Tracy Hall.

The NWC has several cultural and social events including two museum trips, monthly coffee and conversation Monday mornings at the Norwich Inn, a book and author luncheon, fall and spring membership meetings, as well as a December holiday party. For more information about the Club go to www.norwichwomensclub.org. New members are always welcome.

Arline S. Rotman, President (649-2046)

Southeastern Vermont Community Action

Southeastern Vermont Community Action (SEVCA) is an anti-poverty, community-based, nonprofit organization serving Windham and Windsor counties since 1965.

Our mission is to enable people to cope with, and reduce the hardships of poverty; create sustainable self-sufficiency; and reduce the causes and move toward the elimination of poverty. SEVCA has a variety of programs and services to meet this end. They include: Head Start, Weatherization, Emergency Services/Crisis Intervention (i.e., fuel/utility assistance, food, shelter), Parent Education, Micro-Business Development, Individual Development Accounts, Tax Preparation, Training, Home Repair, Housing Stabilization, Disaster Recovery, and Thrift Stores.

In the community of Norwich we have provided the following services during FY12:

- Weatherization: 1 home (1 person) weatherized at a cost of \$7,826

- Head Start: 2 families (4 people) received comprehensive early education and family support services valued at \$7,598 per family for a total value of \$15,197
- Family Services: 11 households (22 people) received 60 services (including fuel/utility and housing assistance, crisis intervention, financial counseling, nutrition education, referral to and assistance with accessing needed services), valued at \$694
- Fuel/Utility Assistance: 9 households (16 people) received services valued at \$5,322
- Housing & Other Assistance: 1 household (2 people) received services valued at \$1,096
- Disaster Recovery: 1 household (4 people) received disaster recovery assistance valued at \$765
- Tax Preparation: 1 household (5 people) received refunds and tax credits totaling \$3,417

Community support, through town funding, helps to build a strong partnership. The combination of federal, state, private, and town funding allows us not only to maintain, but to increase and improve service.

We thank the residents of Norwich for their continued support.

Stephen Geller, Executive Director

Sustainable Energy Resource Group (SERG)

SERG is a tax-exempt, nonprofit organization, incorporated in 2002 to help Upper Valley towns and residents reduce their energy use. SERG provides substantive, practical support and resources on energy-saving to town governments, energy committees and individual residents.

Following is a list of services that SERG provided specifically to Norwich from July 1, 2011-June 30, 2012:

SERG continues providing information, referral and networking services to the Norwich Energy Committee (NEC), which we helped create 10 years ago:

- Consulted with the NEC on its program to remove unneeded streetlights and upgrade remaining lights to LEDs.
- The NEC attended two free regional networking gatherings for Upper Valley energy committees organized by SERG, including one on Property Assessed Clean Energy (PACE).
- The NEC attended the annual, state-wide VECAN conference for town energy committees from throughout Vermont that SERG helped organize.

SERG educates and informs residents:

- Provided free regular e-newsletters on energy-saving improvements and opportunities to more than 150 Norwich residents - this service is free to anyone who requests it.
- Performed fee-for-service home energy assessments for 3 Norwich homeowners and home energy survey reviews for an additional 2 homeowners.

SERG helps citizens understand energy policy issues:

- Organized a free forum on shale gas hydraulic fracturing (fracking) and tar sands extraction which took place at the Montshire Museum.

For more information contact SERG Director Bob Walker at 802-785-4126, bwalker@serg-info.org or www.SERG-info.org.

Two Rivers-Ottawaquechee Regional Commission (TRORC)

We are pleased to report that we started and finished many projects this fiscal year, and provided our thirty member towns with the technical planning assistance they needed. Among other highlights, TRORC:

- Helped revise numerous town plans, wrote zoning ordinances, provided maps of public infrastructure to local and state officials, and counseled town officials on how to resolve conflicts between local plans and regional and statewide planning goals
- Made post-Irene maps for local and state officials, assisted towns that were applying for FEMA Public Assistance, and began coordinating the hazard mitigation home buyout program for the state
- Convened the Local Emergency Planning Committee #12 and worked with towns to update their Basic Emergency Operations Plan (BEOP)
- Collected energy use and cost data for municipal buildings, streetlights, and vehicles in the region and presented recommendations to towns on how to reduce energy use and costs
- Developed a model energy chapter for use in Town Plans
- Wrote a Regional Forest Stewardship Plan and developed forest based GIS maps
- Updated the Comprehensive Economic Development Strategy, which enables our member towns to seek grant funding from the Economic Development Administration for public infrastructure projects
- Convened the Transportation Advisory Committee and the Orange/Windsor County Road Foreman meetings where local issues and projects are discussed.

We look forward to serving you in the future, and urge you to contact us if you have any questions.

Peter G. Gregory, AICP, Executive Director (457-3188)

Upper Valley Community Grange #581

The Upper Valley Community Grange is one of over 300 Granges in 37 states. This year we celebrate 12 years in Norwich. The National Grange was established to support the needs of rural America and continues to participate in community service at the local, state and national level.

Services provided by granges include economic development, education, and legislation supporting agricultural and rural areas. Current national issues include rural highways and infrastructure, preservation of farmland, telecommunication access, and assurance of safe food products.

Our Community Service Award this year went to Aging in Place in Norwich for assisting our seniors to stay in their own homes. Thanks to the generosity of those who support our Saturday morning breakfasts, we are able to maintain our building and continue to fund donations to the Norwich and Hartford Historical Societies and public libraries. Other worthy causes include the Holiday Basket Helpers, The Haven, Hannah House, Willing Hands, and the Green Mountain Warmth Project. Dictionaries are donated to every third grade student in Norwich, Hartford, White River and Quechee through the National Dictionary Project.

The building is used by the Cub Scouts, Senior Housing Christmas Party, Halloween Party, the Norwich Christmas Pageant, church services, the Revels, and Farmers' Market. It is available to rent for private family gatherings.

Annah Dupuis, Secretary (649-3406)

Upper Valley Land Trust

The Upper Valley Land Trust (UVLT) is your regional land conservancy helping people protect farmland, forests, waterways, wildlife habitat, trails, outdoor educational spaces and scenic areas. Since 1986, UVLT has protected over 43,171 acres in 46 towns in VT and NH, including 44 properties in Norwich. This year, UVLT conserved 16 Upper Valley properties. Generous landowners conserved three more parcels of productive agricultural land on Bragg Hill Road, expanding the corridor of UVLT-conserved lands in this area next to the Fire District land to 694 acres. Learn more about UVLT-conserved land, events in Norwich, and how to become a member by visiting www.uvlt.org.

This year UVLT earned national recognition by becoming accredited by the Land Trust Accreditation Commission. UVLT is supported by over 900 members and 100 volunteers who believe that conserving our region's rural landscapes and wild places is essential to maintaining the health and vitality of our communities. Guided by local conservation priorities, UVLT works with individuals, community groups and towns to protect land under permanent conservation agreements. UVLT's stewardship program monitors and defends these agreements to benefit present and future generations.

Also this year, UVLT fielded questions from Norwich landowners about stewardship and conservation strategies, continued work with volunteers to manage invasive species at Norwich Gateway, and celebrated scenes of UVLT-conserved lands with neighbors at the Norwich Public Library with a special reading by Vermont Poet Laureate Syd Lea. Each UVLT success stems from the generosity of area landowners and support from community-based grants and individual donations.

Jeanie McIntyre, President (603-643-6626; www.UVLT.org)

Upper Valley River Subcommittee of Connecticut River Joint Commissions

This has been a year to increase connections, especially for our parent group, the Connecticut River Joint Commissions (CRJC), which is now sending an electronic update each month to a growing list of partners – to sign up, visit <http://www.crjc.org>. One of our partners, Connecticut River Watershed Council, now has two stewards: David Deen and Ron Rhodes. Ron came to the Upper Valley River Subcommittee to talk about his work with local communities on culverts, bank stabilization and tree planting.

New Hampshire changed its law covering the Connecticut River and all other protected rivers. Upper Valley River Subcommittee wrote a letter to realtors to tell them about recent changes in the law regarding protected rivers. Another educational opportunity was invasive species training held by New Hampshire Rivers Council. Upper Valley River Subcommittee is working on our own outreach plan and Recreation Management Plan. Don't be surprised to see Connecticut River information in a library near you.

The reconstruction of River Road in Lyme and the relicensing of Wilder Dam were two important projects that the Subcommittee reviewed this year. During each meeting, we discuss 1-3 project permit applications and give suggestions for making the plans more river friendly.

We are seeking a local representative for Norwich to serve on the Subcommittee. If you like rivers, please contact CRJC at (603) 727-9484 or contact@crjc.org.

Upper Valley Trails Alliance

During the past year, we worked to enhance the health of residents and quality of life in Norwich through trail connections, events, programs, and other trail improvements. This year we:

- Worked with King Arthur Flour Company to reroute the King Arthur Trail during their reconstruction project.
- Offered the 2012 Passport to Winter Fun program to all Marion Cross School children. Using an innovative package of incentive prizes, outdoor fun and personal achievements, the program encourages youth and their families to adopt healthy and active lifestyles. 305 passports were distributed and nearly half of those who participated completed the program.
- Continued the coordination of volunteers to maintain the King Arthur Trail, a ¾ mile multi-use trail, providing a safe route for bike and pedestrian access from Mill Road to the Dresden Athletic Fields.
- Completed the seventh annual Upper Valley Bike/Walk to Work Day and helped promote trail events in Norwich during Upper Valley Trails Day in June 2012.
- Conducted a rock workshop at the Gile Mountain Trail in fall 2011 and continued work on that trail through the year.
- On behalf of the town of Norwich, wrote and submitted a grant to the Vermont Recreation Trails Fund to continue restoration of the Gile Mountain Trail. The grant of nearly \$20,000 was approved and the next phase of construction will begin in spring 2013.
- Consulted with the Norwich Trails Committee on potential trail reroutes of the Ballard Trail and the Hazen Trail. Consulted with the Norwich Recreation Department on a bike agility trail at Huntley Meadow. Worked with the Norwich Planning Commission on bike and pedestrian options along Route 5 in support of a TE grant.

For more information, contact me at Russell.Hirschler@uvtrails.org or visit www.uvtrails.org

Russell Hirschler, Executive Director (649-9075)

Upper Valley Transportation Management Association (UVTMA)

The UVTMA is a program at Vital Communities that provides leadership and education to promote mobility options and reduce reliance on driving alone. During our ten years, the TMA and its partner organizations have shown that our rural area can grow four transit companies, develop biking and walking trails, increase park-and-rides, and promote mobility options at the workplace. Volatile gas prices, environmental concerns, and a local commitment to public transit all demonstrate the need for our work.

2012 has been busy. Our Smart Commute program has expanded to 24 workplaces in recent months. Smart Commute helps Upper Valley workplaces develop strategies to lower the environmental and economic costs employees face in travelling to and from work. We provide individualized consulting on programs that match employees' needs and motivations to promising resources. Our program helped employees save over \$1.3 million in fuel costs alone last year. The major promotional campaign – our annual fall Way to Go commuter challenge – broke record participation this year, with over 350 people pledging to leave their cars at home for at least one day in October. Smart Commute benefits the many Norwich residents who work at our partner employers, and we estimate that 25-30% of all Upper Valley workers are employed at a participating organization.

These projects, coupled with our advocacy for transit and park-and-rides, will no doubt lead to another successful year. Thank you for your support.

*Aaron Brown, Transportation Program Manager (802) 291-9100, ext. 111;
aaron@vitalcommunities.org*

Visiting Nurse Association & Hospice of Vermont and New Hampshire

The Visiting Nurse & Hospice is a compassionate, nonprofit healthcare organization committed to providing the highest quality home healthcare and hospice support services to individuals and their families. By keeping Norwich residents out of emergency rooms and hospitals, and reducing the need for relocation to institutional care, our services likely offer significant savings in the Town's emergency services and other medical expenses.

Visiting Nurse & Hospice serves clients of all ages and at all stages of life. Services are provided to all in need regardless of ability to pay. Between July 1, 2011 and June 30, 2012, the Visiting Nurse & Hospice made 1,393 homecare visits to 76 Norwich residents and absorbed approximately \$62,852 in unreimbursed charges.

Home Healthcare: 1,171 home visits to 65 residents with short-term medical or physical needs.

Hospice Services: 191 home visits to 7 residents who were in the final stages of their lives.

Maternal and Child Health Services: 31 home visits to 76 residents for well baby, preventative, and high-tech medical care.

Additionally, Norwich residents made visits to Visiting Nurse & Hospice community clinics for foot care, blood pressure screenings, cholesterol testing and flu shots.

Norwich's annual appropriation helps the Visiting Nurse & Hospice meet the demand for quality home healthcare, and to ensure that all who qualify for services will always be able to receive them. On behalf of the people we serve, we thank you for your continued support.

Jeanne McLaughlin, President (888-300-8853)

White River Council On Aging Bugbee Senior Center

The White River Council On Aging, also known as the Bugbee Senior Center, is a non-profit agency committed to providing services to older community members and their families. The Center serves residents from towns that include Norwich, Hartford, Hartland and Thetford. We provide a range of social, transportation, nutrition, enrichment and education programs and activities. All of these programs have the goal of enhancing the health and independence of our older citizens. If you would like more information about these services, I invite you to give us a call at 295-9068, or stop in to the Center during our hours of operation, 8:00-4:00, Monday through Friday.

During the last year, our agency served 13,054 meals on site, and delivered another 15,548 meals to folks unable to come to the Center. The Center provided services to 145 Norwich residents, including Home Delivered Meals, Transportation and Social Services. We also enjoyed the company of numerous Norwich folks in our enrichment programs, including trips to various local sites and more distant venues in Maine, New Hampshire, New York and northern Vermont.

Our agency has requested and received from the citizens of Norwich an annual appropriation of \$5,300. This is the same amount requested for a number of years, and being aware of the difficult economic times and the strain on the property tax to support town and school programs we are requesting that same amount for the coming year. We thank you.

Len Brown, Executive Director (295-9068)

Windsor County Partners

Consistent interaction with caring adult role models has been proven to have a positive impact on the outcome of children's lives. Windsor County Partners (WCP) is the only county-wide, community-based mentoring program in our region. Adult volunteers in our PALS program commit to about 2 hours a week with their mentees (ages 8-17) for one year, with many continuing into years 2 and 3. All our services are free to volunteers, children and families.

In this last year, WCP served 1 person from Norwich but supported 32 partnerships from among 16 towns in Windsor County. Our partners spent 2100 hours together enjoying activities including woodworking, theater performances, museum visits, cooking and sporting events. WCP All-Partner Events focused on learning and fun.

Let's Do Lunch, our school-based program, serves youth ages 5-14 in Springfield. Mentors meet with students for an hour a week during or after the school day while on school premises to play games, sports and do crafts. Thirty school-based matches spent about 800 hours together over the course of the year.

Our biggest challenge is finding mentors for the many children in need. If we are not currently serving Norwich, it is for lack of mentors, not of youth who would benefit from one. Given the economic climate, now more than ever, we depend on Town support for daily operations. Thank you for your steadfast support.

Kathy Kinter, Director (802-674-5101; Kathy@wcpartners.org)

WISE (Women's Information Services)

For over 40 years, WISE has provided critical services to victims of domestic and sexual violence in the town of Norwich and other Upper Valley communities. The WISE Crisis Intervention and Support Services Program provides a continuum of services and support to victims and their children, including 24-hour crisis intervention, emergency shelter, transitional housing, hospital accompaniment, law enforcement and court advocacy, service coordination, peer support groups, and on-going supportive services. All of these services are free and confidential. In addition, the WISE Prevention and Education Program engages adolescents and community residents in an effort to end violence through school-based and community education. WISE delivers prevention education to adolescents in seven area middle and high schools through evidenced-based curricula that focus on gender stereotypes, dating violence, sexual violence, sexual harassment, consent, and bullying. WISE also conducts training in many community agencies, businesses, and other professional spaces that focus on raising awareness as to the warning signs and impact of domestic violence and how to safely respond and refer a victim to needed services.

In calendar year 2011, WISE provided crisis intervention or support services to 22 individuals who identified themselves as Norwich residents. In addition, WISE provided eight days of training (four days each semester) to the health classes at Hanover High School to enhance the knowledge and skills needed for adolescents to have successful and healthy relationships. WISE works very collaboratively with the Norwich Police Department on both training and law enforcement response to victims of domestic and sexual violence.

WISE is greatly encouraged by the cooperation and commitment shared by so many local organizations, residents, and funders to address domestic and sexual violence in our communities. These partnerships are an essential component in the shared desire for a peaceful and safe Upper Valley. Our Board of Directors, staff and volunteers would like to thank the residents of Norwich, on behalf of many survivors of domestic and sexual violence, for your on-going support of our programs and services.

Peggy O'Neil, Executive Director (603-448-5922)

Youth-In-Action

Youth-In-Action (YIA) is in its 29th year of providing valuable community service opportunities for high-school aged young people in the Upper Valley. Student enrollment has continued to increase, in the 2011-12 school year there are 483 students enrolled, over a third of whom are Norwich residents.

YIA projects are driven by student interest as well as community need. They can typically be grouped into one of the following categories: community-building events (Santa's elves, 4th of July events, Street Fest, Winter Carnival), helping other area nonprofits (such as The Family Place Gingerbread Festival, High Horses, Listen Community Services, The Haven, Alzheimer's Association, the Special Needs Support Center), and YIA-generated projects (such as mentoring events like Kids in Motion, Trail Kids, Elves Workshop). This year our volunteers were also active in providing support for the victims of the Tropical Storm Irene flood.

Projects in Norwich have included student volunteers at: the homes of Norwich residents in need (Snow Corps), The Norwich Library, Marion Cross School events such as the Gift Making Festival, the Family Place, Giving Bowls, Floribunda, the Nearly New Sale, and local trail preservation. We are always looking for more ways to be active in the Norwich community and encourage residents to contact YIA directly.

Last year, YIA completed over 1,600 hours (300 students and other community members contributing to our efforts, with an increase of 300 total hours) of service. We believe that through our service to local agencies and our projects, we serve the needs of many Norwich residents by improving the quality of life in the Upper Valley.

Chris Lord, YIA Director (603-643-4313; yia@dresden.us)



*Winning entry in the gingerbread contest fundraiser for
Family Place: Santa's Island Retreat.
Photo - Shannon Wallis*

