

Part III

Other Agencies & Organizations

Advance Transit (AT)

In December 2012, a Transit Development Plan was completed for AT by Tom Crikelair Associates, with funding assistance from VTrans and NHDOT. The work included a critical review of existing routes and services and looked at riders' transfer activity, frequency of use, residence and commute patterns. Public workshops provided opportunity for public input as did a rider survey. Suggestions from riders and meeting participants include increased frequency, later service hours, weekend service, and service to additional destinations. The study documents growing demand on the Green Route, which generally runs along U.S. Route 5, and the need for additional service to safeguard on-time performance and meet growing demand. Advance Transit is in the process of prioritizing service needs as identified in the study and given availability of funding.

Advance Transit posted a new ridership record in FY 2013 – 885,958 total passenger trips. This included 565,327 fixed route riders, 309,818 shuttle riders and 10,813 Access riders. 9,818 passenger trips were boarded in Norwich. Advance Transit collaborated with King Arthur Flour to install a new bus shelter at its bakery store on Route 5.

About AT: Advance Transit is a bi-state regional nonprofit public transportation system headquartered in Wilder. Services include FREE regularly scheduled fixed route bus service, access ADA Paratransit service, park-and-ride shuttles, and Upper Valley Rideshare carpool matching service. Visit our website at www.advancetransit.com or call 295-1824 Monday-Friday 8 am - 4:30 pm with service questions.

A quote from a Norwich rider from the 2012 passenger survey: "The drivers are great! It's very easy and convenient. Being free is important – it makes it easy to just hop aboard." Thank you for your continued partnership and thanks for riding Advance Transit!

Van Chesnut, Executive Director

Aging In Place In Norwich

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

AIPN's leadership is composed of 8-10 board members. We meet monthly to plan and carry out community based programs which include volunteer service days for elders, educational forums, free rides to appointments, 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 offered rides to anyone needing to get to and from Tracy Hall on Election Day. We are now developing a free runners service for elders who are house-bound and need goods and services.

AIPN sponsors social events for elders, such as Chi Kung at Tracy Hall, Bingo at the Norwich Fair, and volunteer/recipient receptions at the Norwich Historical Society, which has generously offered its home for many AIPN events. This year we sponsored public forums on the Vermont Death With Dignity Law, Fraud Prevention For Savvy Seniors, Gun Safety In The Home, led by Chief Robinson, and Faces Of Norwich, photo/essay project with Chad Finer. AIPN participated in a panel presentation in September with DHMC's Aging Resource Center.

We serve Norwich elders entirely through donations from individuals, charitable groups, and local businesses. AIPN does not request financial support from the town of Norwich. We do look forward, however, to continuing cooperation with, and support from, local groups which have helped us bring together caring volunteers and Norwich elders.

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

Don McCabe, President

American Legion Lyman F. Pell Post 8

The American Legion membership is made up of eligible veterans whose dates of service are controlled by Congress. Post 8 also has 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 and 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. We actively support Scouting and "Children and Youth" programs.

We organize and participate in the annual Memorial Day observance. Starting in 2009, we have reversed the parade route. We start at the Post Home and march to the Green where we serve up hot dogs and lemonade. If you have a group that would like to participate in the parade please contact us. All we ask is that you remember what the day is all about.

This year we had the great honor of having one of our members selected Legionnaire of the Year for the Department of Vermont. Congratulations go out to Robert "Bob" Armstrong. Bob grew up in Norwich and now lives in Quechee with his wife Betty.

In closing, we would like to thank the town of Norwich for your continued support. Feel free to drop by the Post on a Thursday evening for an exciting game of cribbage. Or if you are a veteran our meetings are held on the first Monday of each month. Meetings start at 7 pm and you do not have to be a member to attend. You will always be welcome.

Jim 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 FY13, we served 88 children from the town of Norwich. Five Norwich children received partial scholarships totaling \$5,462 and 68% of Norwich families take advantage of the sliding fee scale. The Center awarded \$27,287 in scholarships in total.

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 2013 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 extreme weather events on the river and its watershed. The Commission has also devoted significant effort to participating in the relicensing process for dams along the river operated by TransCanada and FirstLight, Inc.

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 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 200 subscribers. We invite you to visit our website to view a complete annual report and to join our mailing list at <http://www.crjc.org>.

*Brendan Whittaker, President (VT); Rebecca Brown, Vice President (NH)
Mary Sloat, Treasurer (NH)*

ECFiber (East-Central Vermont Community Fiber-Optic Network)

ECFiber is a non-profit municipal joint venture of 24 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 provide true, future-proof broadband service to every residence, business, and civic institution in our member towns – especially where commercial providers have chosen not to go.

In 2013, ECFiber strung 134 new miles of fiber-optic cable, expanded into 6 new towns, and connected 254 new customers – including about 50 in Norwich. By Town Meeting, more than 600 customers will have reliable, symmetrical, high-speed Internet service at their choice of 5, 10, or 20 Mbps. Most subscribers also take ECFiber's telephone service, with toll-free long distance calling throughout continental US and Canada, and no extra charge for features such as voicemail and caller ID. For a map of ECFiber's current service area, please visit www.ecfiber.net or contact one of us.

Under Vermont law, towns can own and operate telecom networks for public use, but cannot use local taxes to fund them. Instead, ECFiber finances construction mainly through the sale of promissory notes to mostly local investors. In 2013, four such rounds brought the total raised since 2011 to \$4.7 million, from about 350 distinct investors. Additional network extensions will require further investment, but ECFiber expects to become “operating cash flow positive” in 2014.

We are deeply grateful for the support and especially the patience of many Norwich residents who have waited so long for full-speed Internet service. Last spring and summer, months passed while utility-pole owners and their tenants debated how and where to move a few wires to make room for ECFiber's cables. Although we were heading for outlying areas of town, our cables had to start by following parts of Church St and Main St to get there. It was mid-August before we got clearance for the six poles on Church St needed to begin “lighting” cable on the outskirts of town.

ECFiber received a \$167,500 grant in 2013 from the Vermont Telecom Authority (VTA) to reach several Norwich residences, mostly located either in Union Village or near the

Thetford border. Meanwhile, construction of the VTA's 39-mile Orange County Fiber Connector (OCFC) made it much simpler for ECFiber to reach those locations (plus many more in Vershire, Thetford, Strafford, and Sharon) than we could have served using locally-raised investments alone. Ironically, however, because the VTA too has encountered utility-pole access delays, as 2013 ended only part of the OCFC was in service – so residents of Union Village, Kerwin Hill, Pattrell Rd, and Kendall Station (etc.) were still waiting.

After 6 years of visionary leadership, Tim and Leslie Nulty retired from ValleyNet, ECFiber's operating company partner. Stan Williams, formerly ValleyNet Chair, is now Acting CEO. The Nultys continue to serve on ValleyNet's Board of Directors, which is now chaired by Tim.

ECFiber Governing Board meets monthly and meetings are open to the public. More information is available at www.ecfiber.net or contact your local delegates.

Irv Thomae (chair@ecfiber.net)
Katie Smith (home.hearth@gmail.com)

The Family Place

The Family Place supports families with young children through comprehensive programs designed to strengthen positive relationships, teach essential skills, and promote enduring, healthy change for our families and our communities. While we provide services to any family with young children, our particular expertise is in serving those families most in need. The parenting skills and other services that we teach and provide to families not only help the current generation of young families and children, but will impact generations to come. We have a strong track record of success and are well known for our expertise in parenting.

For more than 28 years, The Family Place has served 27 towns in Vermont and 9 towns in New Hampshire in many ways-including Child Care Payment Assistance, Home Visiting programs, Playgroups, Family Fun Events, Parent Education, Holiday Assistance, Child Advocacy and Therapy, Information and Referral services, a Lending Library, and a wonderful on-site program to assist young mothers and fathers with parenting skills, education, child care, knowledge of child development, job readiness and life skills. In addition, our staff now includes a nurse to better assist families.

The Family Place served approximately 76 children in 39 Norwich families last year, through both on and off site services. Other residents took advantage of our special events, lending library, website information, and referral services. For information on programs and activities, please view our website at www.the-family-place.org or call 649-3268.

Mary L. Smit, MSW, LICSW, Executive Director

Greater Upper Valley Solid Waste Management 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 in North Hartland. We are currently looking at alternative waste reduction, composting, and recycling uses for this site to assist local towns and haulers 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 2013, the GUVSWD provided direct services to Norwich and its residents:

- We assisted in the recycling and disposal of hard-to-manage materials collected at the Transfer Station including: fluorescent light bulbs, used motor oil, and tires.
- 56 Norwich residents participated in District sponsored Household Hazardous Waste events held in Hartford in June and Woodstock in September.
- 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 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

Last year, all over the country, over 350,000 Senior Corps volunteers aged 55 and over served more than 80 million hours through 65,000 organizations, improving the lives of millions of our most vulnerable citizens. Senior Corps is impacting our nation in substantive ways and making life better for those in need. Green Mountain RSVP & Volunteer Center is a part of Senior Corps and we want to share our good news with everyone!

In Norwich, RSVP volunteers worked with the Norwich Women's Club, Norwich Senior Housing, the Norwich Historical Society, Norwich Public Library, and the Marion Cross Elementary School. The work of these volunteers can be multiplied throughout the state of Vermont, our neighboring states, and all across the country. When you think of the impact that volunteers over the age of 55 are making everywhere, it is astonishing. If you wish to be a part of this powerful effort, please call Linda Husband at (802) 885-2083.

Patricia M. Palencsar, Executive Director

Headrest

Headrest has completed 43 years of continuous service operating our 24-hour Hotline. This service started on January 4, 1971. The Hotline answered 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) & (1-800-SUICIDE). Headrest is accredited by the American Association of Suicidology. We currently are the only crisis call center in New Hampshire and Vermont with this designation. We also answer calls for the State of Vermont related to substance abuse issues.

Headrest offers substance abuse counseling and 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 residents.

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 & Rehabilitation Services

Health Care and Rehabilitation Services (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, developmental services division, and alternatives and emergency services programs.

During FY13, HCRS provided 2,002 hours of services to 30 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.

HIV/HCV Resource Center

The HIV/HCV Resource Center is a professional AIDS Service Organization with a 22-year history of providing HIV education and prevention services as well as comprehensive direct services to hundreds of individuals living with HIV and their affected family members. We expanded our mission to include people living with Hepatitis C (HCV) in 2004. We offer a wide range of services that include individual/family case management, support groups, assistance with transportation to medical appointments, emergency financial and resource assistance (including housing, fuel, food, clothing and medical needs), HIV and HCV prevention education, as well as confidential and anonymous HIV and HCV antibody testing. All of our services are free of charge.

In 2012, we provided comprehensive case management services to 61 individuals living with HIV, and prevention education programs to over 3,000. Many of our services are anonymous and confidential so it is difficult to determine the exact number of Norwich residents we have assisted. We serve residents of Norwich – as well as Windsor and Orange Counties in Vermont and Sullivan and Grafton Counties in New Hampshire – through case management, prevention programs, HIV and HCV testing, and syringe exchange. We very much appreciate the continued support of the town of Norwich and welcome questions and requests for information.

Laura Byrne, Executive Director (603-448-8887)



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 280 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 for 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 FY13, more than 3,000 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 147,000 people visited the Montshire and more than 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, Executive Director

Norwich Historical Society & Community Center

2013 marks 10 years since the move to the corner of Main and Elm Streets. We continue to draw about 3,000 people annually to the Historical Society for exhibit openings, special programs and events, and school programs, and many community nonprofits use the building for their meetings and special events. First Wednesdays, the popular Vermont Humanities Council's lecture series, has been co-sponsored by the Norwich Public Library and the Historical Society for the last five years. We have an active program with the Marion Cross School focusing on Norwich history and tied into each class's curriculum.

We received a conservation assessment grant of \$7,900 from Heritage Preservation in Washington, which brought a collections conservator and an architectural assessor to work with us for two days, assessing the needs of both our collection and our buildings. The resulting report will serve as the foundation for the work ahead of us.

We continue to work with Chad Finer on his Norwich photography project. Gardeners of Norwich had so many eager participants that we had two exhibits to accommodate over 70 Norwich gardeners. Gardeners not only featured some wonderful historic tools from the NHS collection but also selections from Fred Metcalf's daily comments on life on the family's Dutton Hill farm.

Norwich, Vermont: A History made its debut at our December annual meeting. Sales were brisk over the holidays. The first 700 copies sold quickly and we are now in our 3rd printing.

We work closely with the Norwich Historic Preservation Commission and supported their efforts to secure National Register nominations for Norwich's two remaining one-room schoolhouses, Root and Beaver Meadow, as well as an expanded page on the NHS website focused on historic preservation.

It has been a successful year. Thank you Norwich!

Nancy Hoggson, President; Judy Brown, Director

Norwich Lions Club

The Norwich Lions Club was chartered in 1954 as a member of Lions International, a world-wide organization operating in more than 180 countries around the world, with a primary mission to serve sight and hearing needs through funding and the donation of eyeglasses. Our Club maintains two collection points, one in front of Dan & Whits and the second in the Town Clerk's office.

The Club has sponsored the Norwich Fair for the last 25 years - our largest annual fundraiser. The Club has participated in the "Food from the Heart" campaign in February and places a memory tree at Christmastime on the bandstand.

We generally raise between \$18,000 and \$20,000 during the course of the year. Those funds are contributed to several Upper Valley agencies, including The Haven, Red Logan Dental Clinic, Holiday Basket Helpers, Norwich Public Library, SEVCA, Willing Hands, High Horses TRP, Headrest, VINS, Windsor County Partners, COVER, Twin State Soccer, and Habitat for Humanity as well as to Norwich families with special needs.

The Lions Club meets on the first and third Tuesdays of each month from September to June in the Norwich Public Library community room. Norwich residents are invited to join us with the goal of encouraging family participation in the tradition of community service. If you are interest in learning more about Lionism, please contact Demo Sofronas (802-649-1536) or Joyce Childs (802-649-1614).

Special thanks go to the Norwich Library for their willingness to provide us with a meeting facility.

Joyce Childs, President (King Lion)

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.

More than 70,000 patron visits contributed to the sense of vibrancy and community spirit at NPL. Total Library circulation increased 3% (62,119 items) with e-books and downloadable audio books increasing 30%! Usage of our public computers and free 24/7 WIFI rose a whopping 19%. We hosted 227 free programs and over 3,900 people of all ages attended. Programming included First Wednesdays, Valley Voices, Downton Abbey chats, story times, matinees, our new American Girl Club, and our popular Lego Club. The Community Room was booked a record 576 times!

NPL received grants from the Norwich Women's Club to purchase an art display system and from the Norwich Lions Club to buy audio books. We received funding from the VT Department of Libraries to help support children's programming and interlibrary loan. Generous support from the Friends enabled us to subscribe to Consumer Reports Online as well as funding our successful Summer Reading Program for all ages.

NPL's success is a reflection of the generous support from Norwich residents, our amazing volunteers (who donated over 1900 hours), 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 - FY13
Income & Operating Expenses**

FY13 Income	Budgeted	Actual
Town Appropriation	180,000	180,000
Annual Appeal & Fundraising	82,400	70,360
Endowment Income	4,000	4,721
Library Income (fees/fines)	6,550	5,821
Grants & Gifts	19,500	22,252
Healthcare Tax Credit	0	3,922
Will Bequest	<u>0</u>	<u>89,700</u>
TOTAL INCOME	\$292,450	\$376,776
FY13 Operating Expenses		
Salaries & Taxes (FTE 4.62)	184,593	180,841
Health Insurance	24,042	18,323
Building & Ground Expenses	28,550	25,422
Books (includes processing costs)	10,250	10,319
Audio/Visual (includes processing costs)	3,750	3,262
Electronic Databases & Periodicals	2,600	2,709
Library Sponsored Programs (all ages)	950	1,030
Technology (hardware/software/DSL/website)	3,605	3,343
Contracted Services (bookkeeping, janitorial, tax prep)	11,500	10,706
Insurance (property/casualty & worker's comp)	9,600	8,486
Administrative Expenses (office supplies, copier contract)	4,470	5,311
Postage (including interlibrary loan expenses)	2,700	2,745
Promotions (fundraising, advertising, printing, mailings)	4,540	5,701
Professional Development (dues, conferences, mileage)	<u>1,300</u>	<u>1,377</u>
TOTAL OPERATING EXPENSES	\$292,450	\$279,575

Norwich Women's Club

The Norwich Women's Club (NWC), a social and philanthropic organization with over 250 members from Norwich and surrounding towns, 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 clothing consignment sale ("Nearly New Sale") to fund post-secondary school scholarships for Norwich residents. The successful Fall 2012 and Spring 2013 sales, as well as membership donations, allowed the Club to award scholarships totaling \$36,100 to 14 students in May 2013. The NWC is the largest single nonprofit provider of student scholarships in Vermont.

In March, the NWC presented its second annual Norwich Citizen of the Year award to the Fraser Family of Dan & Whit's at its Spring Gala. Net proceeds from this event and donations totaling \$22,429 were distributed from the NWC's Community Projects Fund to benefit the Norwich community. A full listing of this year's community grants can be found on the Club's website. The NWC also sponsors summer concerts on the Norwich Green and maintains the beautiful triangle garden next to Tracy Hall.

Annually, the NWC holds many cultural and social events, including museum trips, monthly "Coffee and Conversation" gatherings on Monday mornings at the Norwich Inn, evening wine and cheese gatherings targeted at younger women, a book and author luncheon, fall and spring membership meetings, as well as a December holiday party. For more information about the Club see the website: www.norwichwomensclub.org. New members are always welcome.

Deborah J. Hall, President (649-1263)

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), Micro-Business Development, Individual Development Accounts, Tax Preparation, Working Bridges (resource coordination program), Emergency Home Repair, Disaster Recovery, and Thrift Stores.

In the community of Norwich we have provided the following services during FY13:

- **Family (Emergency) Services:** 8 households (18 people) received 69 services (including fuel/utility and housing assistance, crisis intervention, financial counseling, nutrition education, referral to and assistance with accessing needed services), valued at \$527
- **Fuel/Utility Assistance:** 8 households (12 people) received services valued at \$3,928
- **Housing & Other Assistance:** 2 households (6 people) received services valued at \$1,805
- **Tax Preparation:** 7 households (10 people) received refunds and tax credits totaling \$4,925.

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, that helps Upper Valley towns and residents reduce their energy use. Following is a list of services that we provided specifically to Norwich from July 1, 2012 – June 30, 2013:

- SERG provided information, referral, and networking services to the Norwich Energy Committee (NEC), which we helped create 11 years ago:
 - Consulted with the NEC on its municipal solar energy project
 - Assisted NEC with its participation in the Vermont Home Energy Challenge, organized several free meetings for participating energy committees attended by the NEC, including one focused on the rollout of PACE financing, provided information and resources to the NEC used in its Challenge organizing, and provided information at a public Norwich Energy Challenge meeting
 - Organized a free Upper Valley energy committee roundtable in May, which the NEC attended
 - Helped organize the annual, state-wide VECAN conference for energy committees in December, which the NEC attended.
- SERG educates and informs residents:
 - Provided free regular e-newsletters on energy-saving improvements and opportunities to more than 160 Norwich residents – this service is free to anyone who requests it
 - Performed 10 fee-for-service home energy assessments for Norwich homeowners.

- SERG helps citizens understand energy policy issues:
 - Organized a free forum on community renewable energy programs at the Montshire Museum attended by more than 150 Upper Valley residents, including many from Norwich.

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

Two Rivers-Ottawaquechee Regional Commission (TRORC)

TRORC is an association of 30 municipalities in east-central Vermont and is governed by a Board of Representatives appointed by each of our member towns. Our primary goals are to advocate for the needs of our member towns, and to articulate a vision for building a thriving regional economy while enhancing the region's quality of life. The Commission's staff provides technical services to local, state and federal levels of government and to the Region's citizens, nonprofits and businesses.

This year - TRORC's staff helped revise numerous town plans, wrote flood regulations, and provided maps of public infrastructure to local and state officials. Additionally, they met with 1/3 of our communities for an enhanced consultation in which we reviewed their municipal plans for consistency with state and regional planning goals and policies. These meetings have resulted in the resolution of conflicts between local plans and state policy in a number of communities.

TRORC has continued to convene regular meetings and emergency preparedness workshops for the Local Emergency Planning Committee #12 which is composed of emergency responders and town officials, and has worked with towns on updating their Basic Emergency Operations Plans. TRORC has assisted several communities in revising their Mitigation Plans and in applying for Hazard Mitigation grants. TRORC continues to serve as the statewide coordinator of federal assistance for buyouts of flood-damaged properties, including 71 structures in the region.

As part of the East Central Vermont sustainability planning effort, TRORC is undertaking a regional economic development planning effort in order to focus development priorities and mesh them with ongoing community development, transportation and telecommunications efforts. The Regional Commission's brownfields assessment program brought three properties to the redevelopment stage this year.

Our Transportation Advisory Committee has discussed VTrans programs (project prioritization, park and ride municipal grants, transportation alternative grants, high-risk rural roads, and culvert mapping) and public transit. Our Orange/Windsor County Road Foreman meetings continue to discuss regulations, sign and culvert inventories, new town road and bridge standards, and Class 4 road legal issues. TRORC also assisted towns in writing and implementing Better Back Road grants that improve water quality and mitigate road erosion problems.

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. The National Grange was established after the Civil War 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.

While the Grange is a service organization, it focuses on agricultural issues. This year we were asked to support those farmers who were unable to grow animal feed on their own land as a result of Tropical Storm Irene. We thank those who support our Saturday morning breakfasts and annual pie sale which help us maintain our building and continue to fund donations to the Norwich and Hartford Historical Societies, Public Libraries, Holiday Basket Helpers, The Haven, Hannah House, and Willing Hands. 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

Upper Valley Land Trust

The Upper Valley Land Trust (UVLT) is your regional land conservancy helping people protect farmland, forests, waterways, wildlife habitat, trails, and outdoor educational spaces. Since 1986, UVLT has protected 43,738 acres in 45 towns in VT and NH, including 44 properties in Norwich. To uphold its permanent responsibility to these lands, UVLT staff visit with landowners, field questions, monitor properties, and train dedicated volunteers who assist with this vital work. More than 1,000 households and businesses participated in UVLT's conservation work this year, contributing money, time, goods and services to complete ten more conservation projects in 2013 and steward the 452 properties we have conserved.

This year, UVLT held training sessions at the UVLT-conserved Milton Frye Nature Area, giving volunteer "Land Stewards" opportunities to fine-tune skills to assist UVLT with monitoring conserved lands in the coming year. This year, volunteers contributed 1,076+ hours of service to UVLT - an immeasurable value!

UVLT also continued its popular naturalist training program, teaching area residents about our Upper Valley environs and giving them the confidence to teach others. UVLT hosted invasive species management workshops at its Norwich Gateway property and along the Hazen Trail - a popular hiking route connecting Norwich to Wilder. In 2013, Norwich families and others joined us for fun activities, including a stargazing party, nature games on conservation lands, and for our annual celebration at UVLT-conserved Farrell Farm in Norwich.

Learn more about UVLT-conserved land, events in and around Norwich, and support the lasting work of UVLT by visiting: www.UVLT.org.

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

Upper Valley Local River Subcommittee Connecticut River Joint Commissions (CRJC)

The Upper Valley Subcommittee reviewed its 2008 Connecticut River Recreation Management Plan and updated the plan to reflect the progress that has been made in the past five years. The new Recreation Plans are being prepared for print publication and will be also available online via CRJC's website (www.crjc.org).

The Subcommittee attended public meetings related to the federal relicensing of Wilder Dam to raise local concerns, particularly over riverbank erosion, recreation and fisheries. The Subcommittee sponsored a riverbank erosion field trip on member John Mudge's family property in Lyme to view erosion and erosion control projects up close. During each meeting, we discuss 1-3 project permit applications and give suggestions for making the plans more river friendly.

Special thanks to Marc White of Orford, the Subcommittee's long-serving Chair, who retired this year. Welcome to new member Melissa Horwitz, who is now Local Representative for Norwich. We welcome new regular and alternate members to serve on the Subcommittee, which meets bimonthly. If you like rivers, please contact CRJC at (603) 727-9484 or contact@crjc.org.

Upper Valley Trails Alliance

During the past year (2012-2013) 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:

- Offered the 2013 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. 210 students participated this year.
- 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 Rd. to the Dresden Athletic Fields.
- Coordinated, in conjunction with Norwich Area Friends of the AT, Family Hiking Day in 2012 attended by over 30 Norwich residents.
- Conducted a grip-hoist training workshop at the Gile Mountain Trail in April 2013 and continued work on that trail through the year.
- Managed the Vermont Recreation Trails Fund grant to continue the restoration of the Gile Mountain Trail in Norwich. The grant of nearly \$20,000 was approved in 2012. We coordinated hundreds of volunteer hours on that project in this fiscal year.
- Consulted with the Norwich Trails Committee on potential trail reroutes of the Ballard Trail and the Hazen Trail and brought volunteers to assist with those projects. Consulted with the town of Norwich on a bike agility trail at Huntley Meadow and with Norwich Planning to discuss bike and pedestrian options along Route 5 in support of a TE grant.
- Actively participated in Norwich Trails Committee meetings.
- Cleared blow downs on Burton Woods Road to open trail for skiers.

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

The Upper Valley Transportation Management Association (TMA) is a program at Vital Communities that works to reduce reliance on driving alone. During our eleven 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.

2013 has been busy. Our Smart Commute program, which helps workplaces promote carpooling, transit, biking, walking, and telecommuting, expanded from 24 to 33 employers this year. We are proud to have the Richmond Middle School as our newest participant at the time of this writing. The major promotional campaign associated with Smart Commute – our annual Way to Go commuter challenges – broke record participation this year, when over 700 people pledged to leave their cars at home during week-long events in October and May. Those events saved local residents over \$20,000 in fuel costs alone. Smart Commute benefits the many Norwich residents who work at our partner employers, and we estimate that approximately a third 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
or aaron@vitalcommunities.org)*

Vermont Department of Health

At the Vermont Department of Health, we are working every day for your health. With headquarters and a laboratory in Burlington and 12 district offices around the state, we deliver a wide range of public health services and support to your community. For example, in 2013 the Health Department:

- Supported healthy communities: Published a new resource guide for communities: *Healthy Community Design – Active Living & Healthy Eating*, available at http://healthvermont.gov/family/fit/documents/active_living_healthy_eating_community_design_resource.pdf.
- Provided WIC food and nutrition education to families: WIC provides individualized nutrition education and breastfeeding support, healthy foods, and a debit card to buy fruit and vegetables for Vermont families with pregnant women and children to age 5.
- Worked to prevent and control the spread of disease: During the statewide outbreak of whooping cough in 2012 (645 cases total), we alerted health care providers and the public, promoted Tdap vaccine, and vaccinated 150 people on December 19 at a free vaccine clinic in White River Junction.
- Created a new online Tick Tracker tool at www.healthvermont.gov/ticktracker where anyone can report tick sightings anywhere in the state.
- Promoted immunizations and healthy living: To improve childhood immunization rates, we launched www.oktoaskvt.org. To encourage healthy eating and physical activity, we invited Vermonters to visit www.healthvermont.gov/mymoment. In 2012, we responded to 223 cases of infectious disease in Windsor County.
- Published Healthy Vermonters 2020 goals and performance dashboard: We launched a new online tool that will track real-time progress on more than 100 public health goals www.healthvermont.gov/hv2020.

Your Health Department district office is in White River Junction at 226 Holiday Drive,

telephone 802-295-8820. For more information, news, alerts and resources: Visit us on the web at www.healthvermont.gov. Join us on Facebook at www.facebook.com/vdhwjrj and follow us on www.twitter.com/healthvermont.

Visiting Nurse Association & Hospice of Vermont and New Hampshire

The Visiting Nurse Association & Hospice of VT and NH (VNAVNH) is a compassionate, nonprofit healthcare organization committed to providing the highest quality home health care and hospice support services to individuals and their families. Between July 1, 2012 and June 30, 2013, the VNAVNH was pleased to provide 1,658 home health care, hospice, and maternal child health visits to 72 Norwich residents. This is a 19% increase in the amount of services provided. These services were provided regardless of ability to pay. Support from the town of Norwich helps to offset the unreimbursed care provided to residents, which totaled approximately \$58,138.

- **Home Healthcare:** 1,162 home visits to 57 residents with short-term medical or physical needs.
- **Long-term Care:** 311 home visits to 5 residents with chronic medical problems who needed extended care in their home to avoid admission to a nursing home.
- **Hospice:** 173 home visits to 4 residents who were in the final stages of their lives.
- **Maternal Child Health:** 12 home visits to 6 residents for children and their families with high-risk conditions and chronic diseases.

Additionally, residents made visits to VNAVNH no- and low-cost community health clinics for foot care, blood pressure screenings, wellness checks, cholesterol testing and flu shots.

On behalf of the people we serve, we thank you for your continued support.

Jeanne McLaughlin, President (1-888-300-8853)

White River Council On Aging Bugbee Senior Center

The White River Council On Aging, also known as the Bugbee Senior Center, is a nonprofit 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 13,110 meals on site, and delivered another 14,611 meals to folks unable to come to the Center. The Center provided services to 142 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 we are requesting that same amount for the coming year. We thank you.

Finally, during the past year several folks from Norwich we had worked with have passed on. We send our condolences to family and friends who like us will miss these nice people.

Len Brown, Executive Director (295-9068)

Windsor County Partners

Consistent interaction with caring adult role models has 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. Mentors meet about 2 hours a week with their mentees (ages 8-17) for one year, with many continuing on. Services are free to volunteers, children and families.

Last year, WCP served 1 person from Norwich and supported 31 partnerships from among 16 towns in Windsor County. Our partners spent 2,770 hours together. Life skills, community service and cultural and athletic activities were just some of what they experienced.

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. The year ended with 28 matches and partners spent about 800 hours together over the course of the year.

A quality, community-based match costs approximately \$2,000 to create and support. In addition, time is spent supporting existing matches, processing inquiries and applications (for every 3 applicants, only 1 or 2 follow through). The approximate cost to make and support a school-based match is \$500 each year. As funding becomes more challenging, we depend on town support for our day to day operations. Thank you for your steadfast support.

WISE (Women's Information Services)

WISE is the Upper Valley's sole provider of crisis intervention and support services to victims of domestic and sexual violence and a leading educator on healthy and safe relationships. WISE offers 24/7 support to victims through a crisis hotline and/or presence at local emergency rooms, police stations, courthouses, and other community locations. WISE also offers confidential emergency shelter, transitional housing support, service coordination, and support groups. In addition, WISE offers a wide range of educational programs throughout the community to promote prevention efforts. WISE educators have a sustained presence in each of the area high schools and middle schools, delivering workshops to adolescents on topics such as media literacy, bullying, dating violence, and consent. WISE also offers educational sessions to adults in the community, including parents, teachers, medical and legal professionals, and other interested individuals.

Last year, WISE provided crisis and/or support services to 16 individuals who identified themselves as Norwich residents. New initiatives included the implementation of an Economic Empowerment program to survivors, offering individualized and group coaching in the areas of resumé-writing, interviewing, budgeting, bill-paying, and money management, and the offering of a March intensive course to Hanover High students intended to build confident student leaders to share positive skills for relationships, media literacy, youth activism, and equality. The WISE 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, ext. 110)

Youth-In-Action Norwich/Hanover

Youth-In-Action (YIA) is in its 30th year of providing valuable community service opportunities for high-school aged young people in the Upper Valley. Student enrollment has continued to increase and in the 2013-14 school year, 573 students are enrolled in YIA, over a third of whom (around 150) are Norwich residents.

YIA projects are driven by student interest as well as community need. Our projects can typically be grouped into: community-building events (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).

We have provided volunteer support for CHaD and DHMC. Over the past two years our volunteers assisted the Montshire Museum, Norwich Animal Hospital, Norwich Historical Society, the Norwich Library, and programs at the Marion Cross School including the Gift Making Festival. We have worked the annual Road Race, Wood Bee, Nearly New Sale, have helped at the Family Place, assisted Norwich residents with emergency snow removal with our Snow Corps, and will return as Santa's elves at the Norwich Inn.

Last year, YIA completed over 1,300 hours (344 students and other community members contributing to our efforts of service through our own projects and volunteering. 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)

