

**Part III**  
Other Agencies & Organizations

## **ACORN (AIDS Community Resource Network)**

ACORN is a comprehensive and professional AIDS service organization that has supported hundreds of HIV-positive people and their affected family members. We offer case management, support groups, assistance with transportation to medical appointments, and emergency financial help for housing, food, clothing, and medical needs. We also offer comprehensive HIV/Hepatitis (HEP) C prevention education and testing. ACORN services are free of charge and available to anyone living in Grafton, Sullivan, and Coos counties in New Hampshire and Windsor and Orange counties in Vermont.

In FY08 ACORN provided comprehensive case management services to 65 individuals living with HIV and their families. We currently have Norwich residents who are receiving HIV and/or HEP C services from ACORN. Because of issues of confidentiality, AIDS organizations in Vermont prefer not to identify the exact number of people served who live in smaller communities.

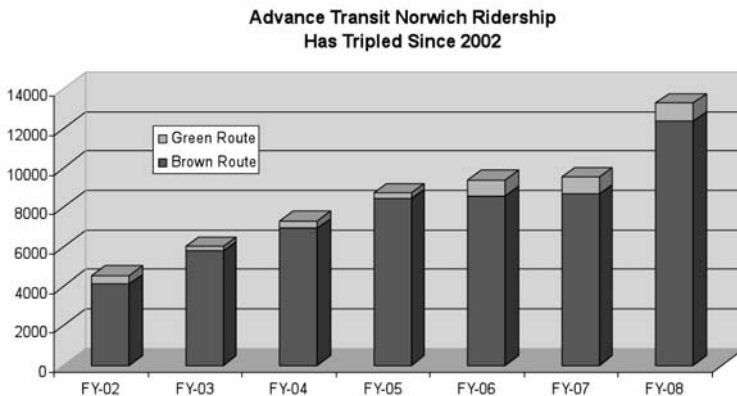
ACORN provided close to 150 HIV/HEP C prevention education programs to over 3,000 people, using scientifically based curriculum and education materials. Major events at Dartmouth, local health fairs, etc., reach another 2,500 people annually. HIV/HEP C tests, inclusive of pre/post counseling, were provided to 78 individuals. Individuals from Norwich received education and/or testing services from ACORN during this past year.

Our budget is approximately \$300,000 annually, with less than 10% being used for administrative costs.

*Vickie Brooks (603-448-8887)*

### **Advance Transit**

Advance Transit, Inc. is a bi-state regional non-profit 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.



As the graph shows, the town of Norwich and its residents, served by the Brown Route, are receiving increased benefits from investment in public transportation. A number of efforts are currently underway that will lead to further success. Starting in late 2008 and continuing in 2009, Advance Transit will replace many of its buses with new clean diesel buses that will emit far fewer nitrous oxides and carbon particulate. We are also planning for improvements and increased capacity at our bus operations center in Wilder to accommodate the growing size and number of our buses. We expect to complete a Transit

Development Plan by the end of 2008 that will provide a blueprint for service improvements for the next five years. There has been much interest in different routing ideas within the village to increase park and ride options. Advance Transit will continue to work with town and regional planners and officials to explore these ideas as we strive to serve increasing numbers of riders.

Information on routes and schedules, as well as the Upper Valley Rideshare program, is available at Tracy Hall and many other locations, or by phone 8am-4:30pm Monday through Friday. Call 295-1824 or visit our website at [www.advancetransit.com](http://www.advancetransit.com). Thank you for your continued support.

*Van Chesnut, Executive Director (295-1824)*

### **American Legion Lyman F. Pell Post #8**

The American Legion is a national veterans' organization that promotes individual obligation to community and nation. Membership is open to all veterans of all services and the merchant marine from WWI through today, including National Guard members who are called up by the federal government. Our Post had 18 service star personnel in the service in 2008.

The Sunday before Memorial Day is when we remember the veterans of all the wars. The Post puts out over 300 grave flags in the seven Town cemeteries. It holds a parade, which is followed by a cookout on the Green to which the public is invited.

To keep our Post financially sound, we rent out the Hall at \$15 per hour. Every Thursday from 7:00pm to 9:30pm we hold cribbage evenings at \$3 per person. We have some donated medical equipment, such as walkers and wheelchairs, available at no charge to anyone who can use them.

*Jim Harlow, Commander; Earl Thompson, Adjutant (649-1322)*

### **Bonnie CLAC**

Bonnie CLAC is a non-profit organization co-founded in 2001 by two Upper Valley residents, Robert Chambers and Leo Hamill, and is headquartered in Lebanon, NH. Norwich resident David Reeves is a founding Director of the organization. Bonnie CLAC's mission is to help people with low to moderate incomes acquire fuel-efficient, affordable, and reliable vehicles that will lead to the overall improvement of their lives and contribute to maintaining a sustainable environment.

Bonnie CLAC provides a way for individuals to break out of the cycle of purchasing used cars with high repair bills and high-interest financing. Our services include a loan guarantee to assure a low interest rate for our clients (currently 5.19%), financial literacy education, budget counseling, provision of temporary transportation (Bridge Program), car-purchase counseling, credit rebuilding assistance, and negotiation with lenders, insurance agents, and car dealerships. Higher-income individuals can also purchase a car through Bonnie CLAC; these transactions ultimately enable us to serve more low-income clients in the community.

Since 2001, Bonnie CLAC's Lebanon office has helped 584 clients purchase cars, including 18 Norwich residents. Over 1,080 individuals have successfully graduated from Bonnie CLAC's program. Bonnie CLAC has demonstrated a new and successful way to assist low-income and vulnerable individuals gain economic security, improve their lives, and improve the environment.

*Robert Chambers, President (866-455-2522 ext.303; [www.bonnieclac.org](http://www.bonnieclac.org))*

## **Child Care Center in Norwich**

The Child Care Center in Norwich is a non-profit organization founded in 1971 as The Day Care Center Inc. for the purpose of providing high-quality and affordable child care services for families of the Upper Valley.

The Center, located on Montshire Drive, provides year-round, comprehensive child care to 70 children ages six weeks through six years. The Center has been accredited by The National Association for the Education of Young Children since 1996 and is currently undergoing re-accreditation. In addition to the regular child care program, the Center offers inclusive programming for children with special needs who are referred by local school districts. Tuition is on a sliding fee scale based on family income. The Center offers need-based scholarships. Tuition subsidies are also available through the State of Vermont for low-income working families. The Center receives funding from the Upper Valley United Way.

In FY08 the Center served 43 children from the town of Norwich. Two Norwich children received partial scholarships totaling \$2,292.

Our goal is to provide an appropriate, enriching environment for a diverse group of children with a variety of family experiences. 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)*

## **The Family Place**

The mission of the Family Place is to support the positive growth and development of all parents by offering services that encourage families to build upon their strengths.

We are proud to be one of Vermont's 16 legislatively designated Parent Child Centers. We now serve 27 towns in Vermont, as well as nine New Hampshire towns in the Upper Valley. Our programs include 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.

We are dedicated to ensuring that all young children in the Upper Valley region are raised to become healthy adults, and all parents have the skills they need to raise their children. While we provide services to any family with young children, our particular expertise is in serving those families most in need. With a primary mission of getting families off to the right start, we have a strong track record of success and are well known for our expertise in parenting.

The Family Place served approximately 180 Norwich residents last year.

For more information on programs and activities, visit our website at [www.the-family-place.org](http://www.the-family-place.org) or call 649-3268 for assistance.

*Elaine Guenet, Executive Director (649-3268)*

## **George D. Aiken Resource Conservation and Development Council**

The George D. Aiken Resource Conservation and Development Council serves the six southern counties in Vermont, consisting of Addison, Bennington, Orange, Rutland, Windham, and Windsor Counties. Our mission is to help people achieve sustainable development while caring for and appreciating their natural environment, and to ensure economic opportunities, enriched communities, and better lives.

Recently, the Rural Fire Protection Task Force, an Aiken RC&D program, conducted an Insurance Services Office (ISO) Workshop for the towns we serve, to help educate those participating about ISO insurance ratings, resulting in reduced insurance premiums for towns and residents. Our Dry Hydrant program installs dry hydrants in local ponds, lowering insurance rates for local home and land owners. The Task Force mailed a Fire Wise/Fire Foolish and Dry Hydrant Maintenance video to all town fire departments in our area.

Last fall our Better Back Roads technician, Linda Boudette, worked with Two Rivers-Ottawaquechee Planning Commission to coordinate a project in Norwich with labor from the Vermont Youth Conservation Corps. The VYCC supplied the labor, the Town provided materials, oversight, and accommodations. The crew worked for five days at sites around Norwich placing stone to stabilize road/stream banks and planting vegetation along the banks, and created some splash pools and improved headwalls at culverts.

*Debbie Price, Business Manager (802-728-9526)*

## **Greater Upper Valley Solid Waste Management District**

Norwich is a charter member of the District, which was created in 1990 for the express purpose of managing waste generated within its member municipalities. The District provided direct service to Norwich in FY08 while also planning for the member towns' long-term waste management needs, including continued development of the North Hartland landfill.

The District's contractor is nearing completion of the project approved in 2006 to construct an access road and bridge over I-91 to reach its fully permitted future landfill site in North Hartland. This bridge and eventual bond vote to construct the 40-acre landfill, which has been designed to last at least 50 years, represent the culmination of more than 15 years of work toward the goal of controlling municipal solid waste costs and providing a regional solution to trash disposal. Both bond issues will be repaid by user fees (future landfill tipping fees), not property taxes.

Direct services to Norwich and its residents in FY08 included collection at the Transfer Station for recycling and disposal of hard-to-manage materials, including fluorescent light bulbs, car batteries, computers or electrical components, used motor oil, tires, packing peanuts, and obsolete propane tanks. Other District-sponsored events available to Norwich residents included special collections of household hazardous waste, and compost and recycling bin sales.

An events calendar and Green Guide will be available at Town Meeting, at the Town Clerk's office, and the District office; information at 296-3688 or on the web at [www.guvswd.org](http://www.guvswd.org).

Brion McMullan returns as Norwich's representative to the District Board of Supervisors and there is a vacancy for the alternate position.

*Fred Moody, Executive Director (296-3688)*

## **Green Mountain Economic Development Corporation (GMEDC)**

The GMEDC exists to foster and develop economic vitality and prosperity consistent with the goals of the communities we serve. Each year, communities call on us for help with serious needs such as when major employers move, shut down, or are acquired by new owners. Sometimes, besides the obvious loss of jobs, buildings become idle and towns lose aesthetic as well as economic vitality, putting the economic security of everyone in doubt.

GMEDC, in conjunction with the State, seeks to address these and other problems. Various financing programs help to ameliorate some of the economic loss felt by hard-hit areas. Training and mentoring through State programs help bridge the gap between businesses, the trained workforce, and knowledge they need to succeed. GMEDC constantly seeks to improve the welfare of our communities through efforts to attract new businesses to our area while assisting local start-ups and existing businesses in any way we can.

Governor Douglas, Secretary of Commerce Kevin Dorn, and Commissioner Mike Quinn have made regular visits in our area promoting economic development and job growth opportunities. The State of Vermont has provided significant assistance in all that we have accomplished. Our in-house relationship with the Vermont Small Business Development Center (VtSBDC) has been helpful along with our professional office location in Hartford.

Our efforts to meet with leaders of our communities have helped improve awareness of all that GMEDC and the State have to offer to improve economic development. The East Central Vermont Comprehensive Economic Development Strategy (CEDS) project allows us to target and prioritize specific improvements needed within the towns of our region. By including these projects in the CEDS study we are able to make them eligible for grants from the Economic Development Authority (EDA).

Hartford, Randolph, Bethel, Bradford, Hartland, Chelsea, Woodstock, Stockbridge, Pittsfield, West Fairlee, and Thetford are all finding opportunities to utilize our resources.

Our “fingerprints” are currently on \$50 to \$60 million worth of projects in our development area, and grants totaling over \$1 million have been awarded in the last year. Many more are currently under consideration. Throughout Vermont this has:

- Created or retained 3,016 jobs for the State of Vermont.
- Added and retained \$101,588,826 in payroll totals to Vermonters.
- Contributed \$17,473,645 in revenues to Vermont’s General Fund.

*Neal Fox, Executive Director (295-3710)*

## **Green Mountain RSVP & Volunteer Center**

RSVP, an invitation to serve one's community, is 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 non-profit and local organizations.

For over 30 years Green Mountain RSVP (GMRSVP) of Windsor County has been helping local non-profit and civic organizations by recruiting and placing volunteers of 55 and older to meet community needs. The Volunteer Center offers the same involvement to people under age 55. GMRSVP & Volunteer Center serves as a clearinghouse of opportunities and we view people, especially seniors, as our most valuable resource. We work hard to ensure that volunteers contribute to programs that have a positive impact on the quality of life in Windsor County. Our signature projects of Bone Builders, an osteoporosis prevention exercise class, America Reads (reading to children), Senior Services, transportation through Connecticut River Transportation, and Nurturing Grandparent Program, represent collaborative projects with various organizations.

Norwich RSVP volunteers work at the Marion Cross Elementary School, the Norwich Historical Society, Norwich Senior Housing, Norwich Public Library, and the Norwich Women's Club, and lead a Bone Builders class at the American Legion Hall.

It is our hope that more potential volunteers will contact our Springfield office at 802-885-2083 to see how they can continue RSVP traditions and create new ones.

*Patricia M. Palencsar, Executive Director (802-447-1545)*

## **Headrest**

Headrest has run a 24-hour Hotline continuously for the last 38 years. Several lines are offered at the Hotline: Crisis line, Teenline, and National Suicide line (800-273-8255). Many callers also call for substance abuse information, homeless information for 10 Bricks program, and requests for services available in our region. Last year we received approximately 10,250 calls; our records indicate that 189 callers identified themselves as living in Norwich.

The Hotline is funded mostly by a number of towns in the Upper Valley including Norwich, the City of Lebanon, Grafton County, Upper Valley United Way, Sullivan County United Way, and donations received through our Annual Appeal, and special events from our supporters and friends. Headrest is most appreciative of the continued support of the citizens of Norwich.

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

## **Health Care and Rehabilitation Services**

Health Care and Rehabilitation Services (HCRS) is a comprehensive community mental health services 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 FY08, HCRS provided 1,285 hours of services to 33 residents of the town of Norwich. The services provided included all HCRS programs, resulting in a wide array of support for the residents of Norwich.

*George Karabakakis, Chief Operating Officer (802-886-4500)*

## **Montshire Museum of Science**

The Montshire Museum of Science is a non-profit, community-owned and -operated institution serving Norwich and surrounding communities since 1976. It will mark its 20th anniversary in its Norwich location in 2009.

More than 300 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 admission for Marion Cross School classes 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 Museum also serves as an official emergency evacuation site for the Marion Cross School and for the Child Care Center in Norwich.

Through Upper Valley social services agencies, the Montshire provides complimentary passes to area residents in need. In 2008, nearly 3,300 Museum visits were subsidized by the Museum. Many local non-profit organizations serving the Norwich community benefit from free use of the Museum's Community Room, including the Ford K. Sayre Memorial Ski Council, High Horses Therapeutic Riding Program, Norwich Energy Committee, Families with Children from China, Vermont Center for Ecostudies, and Vital Communities.

In September 2008, the Montshire was recognized as one of the top 25 science centers in the country and continues to be one of the most popular attractions and educational resources in northern New England, attracting 145,000 visitors to Norwich.

*David Goudy, Director (649-2200)*

## **Norwich Happenings**

*The Norwich Happenings* is a town newsletter that appears three times a year. In addition, we publish a page in the *Norwich Times* four times a year for Town committees and officers to report on their activities.

In each issue of the newsletter, members of the *Happenings* committee write about issues affecting Norwich – from traffic to controversy over infrastructure projects to descriptions of the Town's natural areas. We also publish an events calendar, requests for volunteer help from organizations in town, and profiles of people and institutions that affect life here. The Town funds that support *Happenings* go entirely to printing and postage costs.

*Norwich Happenings* is edited by Vicky Fish, Warren Thayer, and Rob Gurwitt. Committee members also include Ken Cadow, Alicia Green, and Jim Walsh.

*Vicky Fish, Co-editor (649-2378)*

## **Norwich Historical Society**

The Norwich Historical Society enthusiastically collects and preserves material relating to the history of Norwich, celebrates that material through exhibits, programs, and articles, and aids researchers of diverse ages and interests. School children, Norwich residents, and tourists alike benefit. The Town's generous annual appropriation helps us keep the doors open so that these activities can happen.

This year we mounted exhibits at the Post Office, Vermont History Expo, the Norwich Public Library, the Norwich Fair, Old Home Day, and at the Lewis House. We offered programs of local interest and welcomed eager and attentive students from the Norwich Nursery School and the 2nd, 3rd, and 4th grades of the Marion Cross School for programs tailored to their curricula. We are particularly grateful to Chad Finer for continuing with his handsome photographic essays of current Norwich residents, and to Mary Ployardt for expertly



conserving Bicknell family textiles so we could put them on exhibit. Wonderful items have entered the collection throughout the year. A host of volunteers both on the board and off and our Director keep the Society humming.

Thanks to grants and generous contributions from many individuals, we are working hard to complete the restoration of the Lewis House and make it accessible. We look forward to its being a bright and welcoming center for Norwich history and community activities. Together we can make this happen. Thank you.

*Nancy Osgood, Past President (649-0124)*

### **Norwich Lions Club**

The Norwich Lions Club is now in its 54<sup>th</sup> year of continuous community service. We provide assistance to numerous charitable organizations and families, primarily in the Upper Valley Region. The Norwich Lions Club is a member of Lions International, a worldwide organization operating in more than 180 countries. Through this international organization, we contribute actively to the sight needs of those around the world with the donation of eye-glasses as well as money to address sight-related medical issues. Our eyeglass collection mailbox remains located on Main Street.

Our primary fund-raiser is the Norwich Fair, which is now held on the Town Green in July. With much support from the community, it continues to be a success and enables us to support many local charitable organizations. These include Cover, The Haven, the Red Logan Dental Clinic, Holiday Basket Helpers, and the local Boy Scouts and Brownies, among others. We are always available to assist local residents in need who come to our attention.

The Lions Club meets on the first and third Tuesdays of the month in the Norwich Public Library community room. We invite all community members to join us, and to pass along to your children the wonderful tradition of community service. If you are interested in learning more about the Lions, please contact Jay Van Arman at 649-1723.

*Peter Collier, Club President*

### **Norwich Public Library**

The Norwich Public Library is a non-profit corporation operating under 501(c)(3) tax-exempt status. Operating funds come primarily from the annual Town appropriation, patron contributions and Library endowments. The Library serves the residents of Norwich and of surrounding communities (for a fee). We are proud to report that 83% of Norwich residents have a library card.

The Library's growing collections include books for adults and children, audiobooks, DVDs, periodicals, and a wide variety of online databases. Listen Up! Vermont, our downloadable audiobook service, was introduced in March 2008 and continues to grow in popularity. Internet access is available via our five public computers and free wireless network. Last year the Community Room served 60 local organizations and 190 programs were held attended by 4,391 people. The Library hosted five art exhibits. Total circulation of Library materials reached 65,079; that's 18 Library items for every man, woman and child in Norwich!

As part of our continuing commitment to collaboration, we have joined forces with the Norwich Historical Society to co-host First Wednesdays, a free monthly program of the Vermont Humanities Council, held at the Norwich Congregational Church.

The Library received increased grant support last year. Grants from the Norwich Women's Club and Marion Cross School PTO enabled us to expand our non-fiction DVD collection. Funding from the Friends of the Library underwrote our summer reading program and purchased audiobooks, an updated encyclopedia, and museum passes. Additionally, the Library received two grants from the VT Department of Libraries in support of children's programming and interlibrary loan service.

None of the Library's success would be possible without the generous support of Norwich residents, our dedicated volunteers, the Friends, and our patrons. On behalf of the Library Board of Trustees and staff, we thank you.

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

### **Norwich Public Library - FY08 Income & Operating Expenses**

FY08 Income	Budgeted	Actual
Town Appropriation	\$141,000	\$141,000
Annual Appeal & Fundraising	53,000	49,260
Restricted Funds	8,300	13,483
Endowment & Dividend	38,600	37,527
Library Income (fees/fines)	6,611	7,768
Grants & Gifts	<u>6,400</u>	<u>2,783</u>
<b>TOTAL INCOME</b>	<b>\$253,911</b>	<b>\$251,821</b>

FY08 Operating Expenses	Budgeted	Actual
Salaries & Taxes (4.37 FTE)	\$146,975	\$144,481
Health Insurance	18,252	18,247
Building & Ground Expenses	24,150	23,141
Books (includes processing costs)	22,200	22,147
Audios/Videos (includes processing costs)	6,150	4,814
Electronic Databases & Periodicals	2,280	2,517
Library Sponsored Programming (all ages)	1,500	1,650
Technology (hardware/software/DSL/website)	5,474	3,892
Contracted Services (bookkeeping, janitorial, tax prep)	9,400	12,492
Insurance (property/casualty & worker's Comp)	6,300	7,201
Administrative Expenses	3,865	3,697
Postage (included interlibrary loan expenses)	2,515	2,718
Promotion (advertising, printing, mailings)	3,550	3,877
Dues/Conferences/Mileage	<u>1,300</u>	<u>1,582</u>
<b>TOTAL OPERATING EXPENSES</b>	<b>\$253,911</b>	<b>\$252,456</b>

### **Norwich Women's Club**

Founded in 1907, the Norwich Women's Club promotes the cultural, educational, civic, and charitable aspects of life in Norwich. Membership is open to all residents of Norwich and other interested persons, and currently stands at over 200 members.

The Club is governed by a board, presently composed of 28 directors. Much of its work is fundraising for college-bound Norwich residents and for community projects.

Each spring and fall the NWC sponsors the Nearly New Sale, where gently used clothing is sold to fully fund the scholarships mentioned above, in the amount of \$33,000 in 2008. In March the NWC stages Floribunda, a show and sale of flowers and plants. Proceeds from this event, \$14,600 in 2008, are awarded to Norwich individuals and organizations for com-

munity projects. Grants awarded this year included funding for the Norwich Historical Society's Lewis House lighting project, DVDs for the Norwich Public Library, the visiting author's program at the Marion Cross School, repairs for Beaver Meadow Schoolhouse, Norwich Pool picnic tables, as well as for the Starlake Village Homeowners Association, Norwich Fire Department, The Family Place, the Montshire Museum, Vermont Center of Ecostudies and the Vermont Institute of Natural Science.

*Karen Ward, President (649-3954)*

### **Southeastern Vermont Community Action**

Southeastern Vermont Community Action (SEVCA) is an anti-poverty, community-based, non-profit organization serving Windham and Windsor counties since 1965. Our mission is to enable people to cope with, and reduce the hardships of poverty; to 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 these ends, which include: Head Start, Weatherization, Emergency Services (i.e., fuel/utility assistance, food, shelter), Crisis Intervention, Parent Education, Micro-Business Development, Individual Development Accounts, and five thrift stores.

In the community of Norwich we provided the following services during FY08:

- **Weatherization:** Two homes (6 people) weatherized at a cost of \$11,098
- **Head Start:** One family (3 people) received early education and comprehensive family support services
- **Family Services (Outreach):** 12 families (20 people) received 49 services (crisis intervention, financial counseling, nutrition education, referral to and assistance with accessing needed services)
- **Fuel/Utility Assistance:** 25 families received \$7,814 in assistance
- **Housing & Other Assistance:** One family (3 people) received \$250 in assistance.

Community support, through Town funding, helps to build a strong partnership. The combination of federal, state, private, and Town funding allows us to not only maintain, but increase and improve our services. We thank the residents of Norwich for their ongoing support.

*Stephen Geller, Executive Director (802-722-4575)*

### **Two Rivers-Ottauquechee Regional Commission**

During 2008, the Regional Commission provided technical expertise and resources for our towns and advocated for members' needs with the State Legislature and state and federal agencies. The current budget difficulties at state and federal levels require even more consultation and partnership between TRORC and member municipalities. Major accomplishments for the past year included:

**Regional and Local Transportation Planning:** Two Rivers staff assisted communities with traffic counts, speed limit studies and intersection analyses, project management including procuring design engineers, processing requisitions for payment, and organizing public meetings for local input. The TRORC Transportation Advisory Committee (TAC) worked with member municipalities on numerous local transportation projects and helped prioritize projects for the Vermont Legislature.

**Local Technical Assistance:** TRORC provided advice and support to town officials on a wide range of activities, including grant writing and administration, assistance on town plan

revisions, ordinance development, GIS mapping, transportation planning, and Act 250 development review.

**Emergency Planning Activities:** The Regional Commission's emergency management planning program, funded by Vermont Emergency Management, FEMA, and the Department of Homeland Security, focused on all-hazards planning associated with natural and man-made disasters. Our staff provided administrative support to Local Emergency Planning Committee #12 and represented the region's interest on state and national committees.

**Economic Development Planning and Downtown Revitalization:** Under the EPA Brownfields Program, TRORC continued to assess the level of contamination on many sites throughout our region, most of which are vacant properties located in our downtowns. Clean-up funding is then sought to bring properties back into productive use. TRORC maintained the eligibility of our region for federal Economic Development funding by developing a regional economic development plan.

Specifically in Norwich this past year, TRORC staff assisted in the advancement of the "Corridor Project," that has only recently begun to move forward. TRORC assisted Norwich staff and the Planning Commission on the new Town Plan currently under development. TRORC assisted the Selectboard on strategic planning and capital improvements planning issues.

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

### **Upper Valley Community Grange #581**

After the Civil War the Grange was formed to assist individual farmers in getting their products to market reasonably and safely. The Grangers challenged the dominance of the railroads, brought rapid changes in regulations, including pure food legislation, established agricultural colleges, and brought the Federal Department of Agriculture to a cabinet position. Other milestones were the development of public highways, farm credit, and rural free delivery of mail (RFD). Today the Grange focuses on community service at the local level while still participating in national legislative interests at the headquarters in Washington, DC.

Thanks to the generosity of those who support our monthly Saturday morning pancake breakfasts, we are able to continue to fund donations to the Norwich and Hartford Historical Societies and Public Libraries. Other worthy causes we support include the Holiday Basket Helpers, The Haven, Hannah House, and the Green Mountain Warmth Project. This year we held an extra Saturday morning breakfast in order to send \$400 to the bandstand project. Dictionaries are donated annually to every third grade student in Norwich, Wilder, White River, and Quechee.

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

Our Norwich members include the State Master, the State Lecturer, the State Junior Grange Director, and the State Home Economics Director. The Upper Valley Community Grange is pleased to continue to be an integral part of the local community here in Norwich.

*Annah Dupuis, Secretary (649-3406)*

## **Upper Valley Land Trust**

The Upper Valley Land Trust (UVLT) is a regional land conservancy bringing people together to protect farmland, forests, waterways, wildlife habitat, trails, and scenic areas. UVLT has conserved over 38,000 acres in 41 towns in New Hampshire and Vermont, including 38 properties in Norwich. A few of these properties, such as Cossingham Road Farm, the Milton Frye Nature Area, and the McLaughry property along Burton Woods Road, include trails open to the public for hiking and skiing.

UVLT is supported by over 1,000 members and hundreds of volunteers who share the belief that conserving our region's rural landscapes and wild places is essential to maintaining the health and vitality of our communities. UVLT is guided by local conservation priorities, and works with individuals, community groups, and towns to protect land under permanent conservation agreements. UVLT's stewardship program monitors and defends these agreements.

UVLT completed 26 new projects in FY08, protecting nearly six square miles of conservation land forever. Each UVLT success stems from the generosity of area landowners and support from community-based grants and donations. UVLT worked closely with members of the Norwich community to further an important conservation initiative to protect a scenic farm field on Bragg Hill Road, and made arrangements to acquire a small parcel adjacent to the new townhouses at the south end of Norwich Village to provide for a public trail on conserved lands linking the Village and Marion Cross School to the Dresden playing fields and Farmers' Market.

*Jeanie McIntyre, President (603-643-6626; [www.UVLT.org](http://www.UVLT.org))*

## **Upper Valley River Subcommittee Of The Connecticut River Joint Commissions**

The Connecticut River Joint Commissions (CRJC) includes members representing many different watershed concerns. They are appointed by the Governors of Vermont and New Hampshire, and operate with a small paid staff based in Charleston, NH. The mission of the CRJC is to coordinate a bi-state watershed plan and facilitate a response to river-related matters such as maintaining water quality, restoring bank erosion, and controlling invasive species. More information is available on [www.crjc.org](http://www.crjc.org).

Detailed local plans and river conditions from the Connecticut Lakes to the Massachusetts border are overseen by five River Subcommittees. The Upper Valley River Subcommittee covers the towns of Bradford to Hartford in VT and Piermont to Lebanon in NH. The Subcommittee promotes town regulations to safeguard the river and develops plans for its segment of the river. A new plan covering water quality and recreation on the river will be published by late fall 2008. One important function is to monitor shoreline development that might create physical degradation or interfere with the public's enjoyment of a clean and accessible river.

Norwich is presently unrepresented. It would be useful to have a Town representative, such as a Planning or Conservation Commission member, on the Subcommittee. If someone is interested in the condition of the river and beauty of the watershed, please contact me or a Selectboard member.

*John Lawe, Connecticut River Commissioner (649-1585)*

## **Upper Valley Trails Alliance**

This past year we worked with the Norwich Trails Committee to complete a six-town trail planning map, helped with Gile Mountain Trail improvements, identified future trail connections, and worked to enhance the health of residents and quality of life in the community through trail connections, events, and improvements.

As part of our Trails for Life program, we held “Trails Connect”, a forum providing towns, organizations, and individuals an opportunity to express their needs and interests for an integrated trail system throughout the Upper Valley. The forum led to a renewed effort to establish the Upper Valley Loop Trail, a central trail hub linking Norwich with Hartford, Hanover, and Lebanon.

We offered the 2008 Passport to Winter Fun program for free to all Marion Cross School children. Through the use of an innovative package of incentive prizes, outdoor fun, and personal achievements, the program encourages youth and their families to adopt healthy and active lifestyles. We organized the 2nd Winter Trails Fair at Hartford High School to link local trail groups, and help community members learn about winter trail opportunities, become involved with volunteer trail work, and learn new skills through trail workshops.

We coordinated volunteers to complete the construction of the King Arthur Trail – a new 3/4-mile multi-use trail, providing a safe route for bike and pedestrian access from Mill Road to the Dresden Athletic Fields (just behind the Norwich Farmers’ Market off Route 5). We purchased and installed a new trailhead kiosk and map for the trail.

We completed the annual Upper Valley Bike/Walk to Work Day and started to prepare for the 5th annual event in collaboration with Upper Valley Rideshare.

For more information, visit [Russell.Hirschler@uvtrails.org](mailto:Russell.Hirschler@uvtrails.org) or [www.uvtrails.org](http://www.uvtrails.org).

*Russell Hirschler, Executive Director (649-9075)*

## **Upper Valley Transportation Management Association (UVTMA)**

Since 2001 the Upper Valley Transportation Management Association (UVTMA) has provided leadership and education to reduce reliance on single-occupant vehicle (SOV) commuting. During these past seven years the UVTMA and its partner organizations have shown that our rural area can grow and sustain four bus transit providers, a high-class Rideshare program, and commuting benefit programs offered by several leading employers. This summer the run-up of gas prices and the corresponding dramatic increase in non-SOV commuters have shown the strength and need for our work.

The past months have seen significant accomplishments for the UVTMA. Early this summer we published our Mobility Checklist: Guidelines for Efficient and Livable Growth, which was named 2008 Planning Project of the Year by the NH Planners Association.

Over the past year the UVTMA staff has been invited to share its perspective on regional transportation with several Planning Boards, including Norwich and Hanover. In 2006 the UVTMA began a project to survey area employees and assess the need for increased commuting options and commuting incentives. In the summer of 2008, staff continued this project by surveying additional businesses and facilitating a discussion with VPSI, a national Vanpool provider, to create several Vanpools serving the area.

We have an ambitious agenda for the next 12 months including following through with our work on Vanpools, the Mobility Checklist, and assisting towns with zoning and master planning. These projects, coupled with our advocacy for transit and park and rides, will no doubt lead to a successful year. Thank you for your support.

*Gabe Zoerheide, Transportation Director (802-291-9100 ext. 110)*

## **Valley Court Diversion Programs**

Valley Court Diversion Programs works for communities by providing an alternative to the criminal justice system. Through our community-based restorative justice programs, our staff and dozens of volunteers work to compensate for the harm caused by crime. Our programs hold offenders accountable and work to restore a sense of safety to the community through restitution, letters of apology, research projects, community service, and other restorative activities.

Our program and staff ensure that applicants acknowledge responsibility for violating the law, and victims have opportunities to have a voice. We provide opportunities for offenders to learn to address the underlying causes for the violation, thereby empowering them to make more positive life choices. By the end of the process, those who have violated the law have had the opportunity to develop an understanding of how their actions affected others and have worked to repair the harm.

Valley Court Diversion Programs served a total of 10 Norwich residents in FY08. Without your support for this alternative to the traditional justice system, our courts would be overwhelmed and the cost to taxpayers would be far greater. We invite residents of Norwich to become volunteers on our hearing boards and participate in our programs.

*Regina Rice, Executive Director (295-5078)*

## **Vermont League of Cities and Towns 2008 Overview**

*Serving and Strengthening Vermont Local Government*

The Vermont League of Cities and Towns (VLCT) is a non-profit, nonpartisan organization that is owned by its member municipalities and directed by a 13-member Board of Directors. VLCT's mission is to serve and strengthen Vermont local government. All 246 Vermont cities and towns are members of VLCT, along with 145 other municipal entities, including villages and fire districts.

Vermonters use local government services, including highways, police, fire, recreation, libraries, sewer, and water, on a daily basis. In large part, volunteer elected and appointed municipal officials lead these local governments.

VLCT provides the following services to its member cities and towns, so that they may provide their citizens with quality services at affordable costs:

- Legal, consulting and education services. In the past year, VLCT responded to over 3,000 inquiries for assistance from municipal officials. Our Municipal Assistance Center (MAC) conducted 12 workshops and 38 on-site training sessions that attracted over 1,400 people. MAC distributed almost 150 hard copy handbooks to municipal officials but also made all its handbooks available free of charge on our website at our Resource Library. The Library also contains over 500 other electronic documents currently accessible to all. MAC has also retained the services of professionals in municipal finance, administration and policing to provide consulting advice to towns.
- Advocacy representation before the state and federal governments to ensure that municipalities have the resources and authority they need to serve their citizens. VLCT is a leader in the education finance debate, in land use discussions, and in securing revenues for town highway and bridge maintenance programs. Municipalities will be facing significant challenges in the 2009 legislature assuring that state fiscal woes are not shifted to local governments and property taxpayers.
- Purchasing opportunities to provide needed services at the lowest cost. Examples include municipal employee health insurance and liability coverage for town operations. The VLCT Health Trust represents the most affordable option available to pro-

vide health insurance to municipal employees. The value of the VLCT Property and Casualty Intermunicipal Fund (PACIF) to all our members is realized daily as members take advantage of loss prevention training and assistance, as well as reasonable insurance rates. These two trusts, with the addition of the VLCT Unemployment Trust, were responsible in 2007 for \$46 million in municipal tax dollars spent for insurance and risk management services. Last summer, VLCT was instrumental in assuring that towns would be able to obtain road salt for winter highway maintenance at an affordable price and adequate quantities.

Individuals interested in finding out more about the Vermont League of Cities and Towns, including its audited financial statements, can visit the VLCT Web site at [www.vlct.org](http://www.vlct.org).

*Stephen Jeffrey, Executive Director (800-649-7915)*

### **Visiting Nurse Association & Hospice of Vermont and New Hampshire**

The VNA & Hospice is a compassionate, non-profit 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 nursing homes, our care offers significant savings in the Town's emergency services and other medical expenses.

VNA & Hospice clients are of all ages and at all stages in life. Services are provided to all in need regardless of ability to pay. In FY08, the VNA & Hospice made 1,261 homecare visits to 67 Norwich residents (unduplicated) and provided approximately \$47,486 in uncompensated care.

- **Home Health Care:** 896 home visits to 57 residents with short-term medical or physical needs.
- **Long-term Care:** 166 home visits to four residents with chronic medical problems who needed extended care in their home to avoid admission to a nursing home.
- **Hospice Services:** 182 home visits to nine residents who were in the final stages of their lives.
- **Maternal and Child Health Services:** 17 home visits to three residents for well baby, preventative, and high-tech medical care.

Norwich's annual appropriation helps the VNA & 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**

In 2008 the White River Council on Aging entered its fourth decade as an independent non-profit agency committed to providing valuable services to older community residents and their families. As the community focal point for the aging network, we provide services and activities to promote the health, independence, and wellbeing for adults aged 60 and older. This year we offered nutrition programs, recreation, social and educational services, information and referral, paralegal assistance, fitness activities, transportation, art lessons, intergenerational programs, Tai Chi, line dancing, poetry classes, and much more!

During FY08 we provided services to 150 Norwich individuals over the age of 60. Thirty-two Norwich residents joined us 390 times for Congregate meals. The Bugbee Senior Center provided 1,765 Home-Delivered meals to homebound or convalescing adults. Advocacy and paralegal services were provided by appointment at the Center or at the individual's home by Melanie Ferrell and Eleanor Zue. We sent 1,800 newsletters to 150 individuals in Norwich. Forty-six Norwich residents participated and enjoyed our various enrichment programs. We provided 389 trips for Norwich residents in our van or through our volunteer service network.

We encourage all Norwich residents to visit our warm and welcoming center and to learn more about our services. Our center is open weekdays from 8:30-4:30. We welcome your participation.

*Leonard 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. Adult volunteers commit to about two hours a week with their mentees (ages 8-17) for one year. All our services are free of charge to volunteers, children, and families.

In this last year, WCP supported 25 partnerships from among 14 towns in Windsor County. Our partners (unfortunately without anyone from Norwich) spent about 2,500 hours together enjoying activities including hiking, kayaking, museum visits, biking, baking, and sporting events. WCP All Partner events focused on learning and career opportunities.

If we are not currently supporting a partnership within Norwich it is for lack of mentors, not lack of youth who would benefit from one. New mentors will increase the number of youth served in your town. However, Norwich is part of the greater community of Windsor County, and your financial support may go to support partnerships in neighboring towns, which ultimately builds social capital for us all.

Current economic hardships result in parents working more, reducing time spent with their kids. Domestic violence and substance abuse increase with financial stress, also directly impacting youth and making the need for mentoring even greater. Given the economic climate, now more than ever, we depend on town appropriations. We remain grateful for your continued support and generosity.

*Kathy Kinter, Program Coordinator (802-674-5101;Kathy@wcpartners.org)*

## **WISE (Women's Information Services)**

For over three decades, WISE has been committed to the mission of empowering victims of domestic and sexual violence to become safe and self-reliant through crisis intervention and support services. WISE also advocates for social justice through community education, training, and public policy. Through our Domestic and Sexual Violence Programs, WISE provides a full range of free and confidential support services to victim-survivors of domestic and sexual violence and their loved ones. The WISE Community Education & Youth Violence Prevention Program seeks to raise community understanding of domestic and sexual violence by working with local services providers and educating middle and high-school aged youth about healthy relationships, including violence prevention programming to students and staff in the Dresden School District.

WISE provides a full range of services to Norwich residents impacted by domestic and sexual violence. Services include 24-hour access to trained, confidential advocates; medical, legal and social services advocacy, including hospital and court accompaniment; emergency shelter; information and referral; and facilitated support groups. In FY08 WISE provided services to 739 new clients, eight of whom are known to be Norwich residents. In the past year, WISE worked with over 100 clients in any given month.

On behalf of victim-survivors of domestic and sexual violence in the Upper Valley, the WISE Board of Directors, staff, and volunteers thank the residents of Norwich for your ongoing support of our programs and services.

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

## **Youth-In-Action**

Youth-In-Action (YIA) is in its 25th year of providing meaningful community service opportunities for high-school-aged young people in the Upper Valley. In 1994 YIA added a paid director to its already dedicated and active board of directors. Student enrollment has continued to increase and today, in the current 2008-09 school year, already more than 300 students are enrolled, over a third of whom are Norwich residents.

YIA projects are driven by student interest and community need. In addition to the projects YIA creates, YIA volunteers are valuable assets to other Upper Valley organizations. YIA projects can typically be grouped into one of the following categories: community-building events (such as Santa's elves), area non-profits (such as community dinners with the Listen Center), and YIA-generated projects (such as mentoring events, Kids in Motion, or the Elves Workshop).

In Norwich, students have volunteered at: Norwich senior citizens' homes, Marion Cross School events, the Family Place Gingerbread Festival, Floribunda, and the Nearly New Sale. Norwich children also often attend our events, such as Kids in Motion and other mentoring events. We are always looking for more ways to be active in the Norwich community.

Last year, YIA contributed almost 3,000 hours of service through our own projects and volunteering for local charities, agencies, private citizens, and other organizations. Because the nature of our work, we cannot provide absolute numbers of residents served. However, we believe that we serve the needs of many Norwich residents by improving the quality of life in the Upper Valley.

*Jessica Eakin, YIA Director (603-643-4313; yia@dresden.us)*