

Part III

Other Agencies & Organizations

**ACORN
(AIDS Community Resource Network)**

We are in no way related to the group of the same name that has recently raised national controversy. We have always been our own autonomous agency with only one location in the Upper Valley area serving Vermont and New Hampshire. This confusion has resulted in a backlash of unkind emails, phone messages, and a sharp decrease in fundraising efforts. As a result we are in the process of a name change, which we hope to announce at the start of 2010.

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 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. We provide case management services annually to approximately 75 HIV-positive people together with family members and serve over 5,000 people annually with outreach and education.

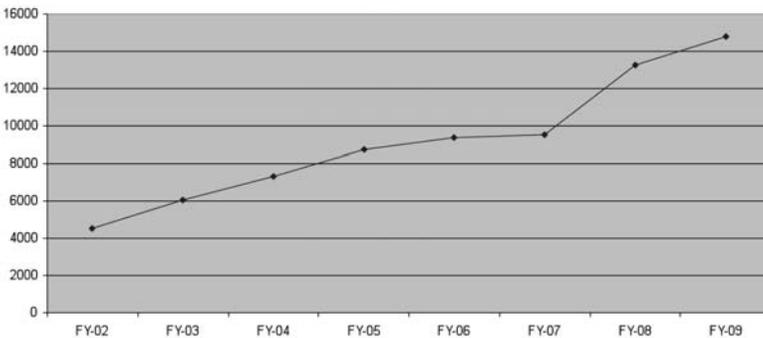
Victoria Brooks, Executive Director (603-448-8887)

Advance Transit

Advance Transit, Inc. is a regional nonprofit 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.

In FY 2009 Advance Transit completed a service planning project that resulted in changes

Norwich Ridership Continues to Increase



to routes and schedules to help improve on-time performance. In Norwich the Brown Route was extended and the timetable adjusted to include the new Huntley Meadow park-and-ride lot. Advance Transit provided a new bus shelter for the project, which was then installed by Town employees. Many new clean diesel buses are now in service with more on the way. The new buses emit 90% less nitrous oxides and particulate. Plans are also underway for Advance Transit to purchase four diesel electric hybrid buses.

It is our pleasure to serve you and to help meet your transportation needs. Information on routes and schedules, as well as the Upper Valley Rideshare program, can be obtained at the Town offices and many other locations or by phone 8-4:30 Monday through Friday. Call 295-1824 or visit our website at www.advancetransit.com. Thank you for your continued support.

Van Chesnut, Executive Director

Aging in Place in Norwich

Aging in Place in Norwich (AIPN) began in early 2009. Its mission describes it as "a grass-roots, neighbor-to-neighbor volunteer organization intended to support Norwich residents and their families to remain in their homes, independent, primarily as they age . . ."

The group hopes to encourage residents to actively participate in discussions about their own concerns and how best to meet the needs they anticipate as they grow older. Participants will gain social support, useful information, a sense of self-reliance, and volunteer help.

Efforts are being made to identify people who need help in their homes and those willing and able to volunteer, beginning at a neighborhood level but extending to a Town-wide basis. A questionnaire is being prepared to help this effort, and Town Service Days and other information will be announced on the Town website.

Vickie Kreider (649-2175), Don McCabe (649-5921), co-chairs

American Legion Lyman F. Pell Post #8

Lyman F. Pell Post #8 was chartered in 1923, named after a Norwich soldier killed in World War I. The original charter and historic photos are on display at the Post on Beaver Meadow Road. Veterans are always welcome at our meetings on the first Monday of the month at 7:00 pm.

The American Legion is an organization of veterans who have served in the U.S. military in times of war. Post #8 currently has 19 members on active duty. We actively support veterans' issues such as access to VA health care, employment rights, and end-of-life care and funerals. In the town of Norwich we mark each veteran's grave with an American flag during the summer months. We support Scouting, and this year we provided the opportunity for a Norwich Eagle Scout's project.

We organize and participate in the annual Memorial Day observance and parade, this year concluding at the War Memorials in front of Tracy Hall, and hold our traditional picnic on the Green. A 2009 addition to our program was the University Chorus of the Upper Valley offering patriotic songs during the picnic. We welcome inquiries about participating in this observance.

This fall we rededicated the Vietnam Memorial after adding stars next to the names of Alfred Tuttle and Richard Porter that recognize them as killed in action. Teaming with the Thetford Post, we now have a Rifle Detail that serves at such ceremonies.

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 as The Day Care Center Inc. for the purpose of providing high-quality, affordable, child care services for families of the Upper Valley. In September 2009 the program expanded to provide after-school care in the Marion Cross School.

The Center provides child care to 70 children ages six weeks through six years and 35 after-school children in grades kindergarten through six. The Center has 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 is on a sliding fee scale based on family income, including need-based scholarships. Additionally, tuition subsidies are available through the state of Vermont for low-income working families. The Center receives funding from the Upper Valley United Way. In FY09, the Center served 53 children from the town of Norwich. Three Norwich children received partial scholarships totaling \$10,457.

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)

This year the CRJC published a major atlas of the Upper Connecticut River Watershed, Where the Great River Rises, and provided a complimentary copy to the Norwich Public Library. In 2009, we continued our work in river assessment and conducted water quality monitoring on a section of the Upper Valley thought to be affected by combined sewer overflows. Bacteria counts violated state standards in only one sample this summer.

The CRJC meets on the last Monday of every other month at different locations in the watershed. Notices are sent to the Town Clerk and the public is welcome. We consider issues as wide-ranging as agricultural support and the economics of farmland conservation to the Northern Forest Center's Sustainable Economy Initiative. In October, we hosted Governors Douglas and Lynch on a bi-state tour of the northern river valley.

Through the Connecticut River Byway, CRJC works with communities, businesses, and the states to strengthen the local base for heritage tourism. In 2009, we updated the Byway Map and Guide. Visit the Byway at www.ctrivertravel.net.

John Lawe, Connecticut River Commissioner (649-1585)

The Family Place

The Family Place supports the positive growth and development of all parents by offering services that encourage families to build upon their strengths. While we provide services to any family with young children, our particular expertise is in serving those families most in need. In this time of economic need, our services are in demand more than ever. We have a strong track record of success and are well known for our expertise in parenting.

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

The Family Place served approximately 197 Norwich residents last year with both on and off site services. Other residents took advantage of our special events, lending library, website, and referral services. For more information on programs and activities, please view our website at www.the-family-place.org or call 649-3268 for assistance.

Elaine Guenet, Executive Director (649-3268)

George D. Aiken Resource Conservation and Development Council

Do you have a project or program that could use some assistance to “make it happen”? The George D. Aiken Resource Conservation and Development Council (RC&D) helps towns, groups, and organizations by bringing together the technical, financial, and administrative resources to deal with natural resource conservation and rural and community development issues. By offering help from our extensive network of resources, we can focus technical and financial resources on your specific needs. We get technical assistance and some staff through the U.S. Department of Agriculture but private and community sources make up most of our budget.

In 2009, working with our partners, we secured and administered grants of over \$90,000 for natural resource conservation, public safety, and community development projects. Examples of some of our projects include helping to develop parks, recreational trails and playgrounds, promoting local agriculture, whole farm energy audits, and traditional conservation projects like streambank stabilization. Working in partnership with Northeast Organic Farming Association of Vermont, we provided funding to help purchase the equipment necessary for the Norwich Farmers Market to accept EBT and debit cards.

We work on a request basis, so the first step is up to you, giving us a call. For information and free consultation call Ken Hafner, our RC&D Coordinator, at (802) 728-9526 or email: kenneth.hafner@vt.usda.gov.

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 local services to Norwich during FY09 while also continuing to develop solutions to the region's long-term waste management needs, including the North Hartland landfill.

In late 2008, the District completed the interstate bridge crossing project approved by Norwich voters in 2006. This past fall, in concert with Twin State Sand and Gravel Co. Inc., the landfill access road was constructed. The combined access road and bridge now connects the proposed landfill to Route 5, thus opening the door for development of this 50-year facility.

As a precursor to issuing new debt to construct the landfill, the district solicited proposals from private solid waste firms to construct and operate the landfill in its initial phases. The results of this effort have yet to be evaluated but we hope to have them available by 2010 Town Meeting. If this privatization process proves unsuccessful the District will ask Norwich voters to approve the funds necessary to construct the initial cell of the landfill, purchase operating equipment and provide start-up costs. Both this and the previous bridge bond will be repaid by user fees (future landfill tipping fees), not property taxes.

Direct services to Norwich and its residents in FY09 included assisting in the recycling and disposal of hard-to-manage materials collected at the Transfer Station, including fluorescent light bulbs, computers and electrical components, used motor oil, and tires; a compost bin sale at the Marion Cross School; District-sponsored Household Hazardous Waste events serving 64 Norwich residents; and electronics and computer recycling events held at the Montshire Museum and the Norwich Transfer Station.

A District events calendar and Green Guide will be available in the spring at Town Meeting, at the Town Clerk's Office, and the District office. Contact the GUVSWD by email at guvswd@valley.net, at 296-3688 or on the web at www.guvswd.org. Brion McMullan is Norwich's representative to the District Board of Supervisors, with Pete Webster as the Alternate.

Fred Moody, Executive Director (296-3688)

Green Mountain Economic Development Corporation (GMEDC)

The GMEDC works in collaboration with 30 local communities to offer support for new, growing, and relocating businesses. It facilitates manufacturing, technology, and business forums that focus on the issues and opportunities of the region's businesses. It utilizes the resources within the Department of Economic Development (DED) to assist with retention and expansion needs, providing rapid support to communities and businesses.

GMEDC, together with the assistance of DED, works to find appropriate sites for businesses to locate and expand. It assists businesses with financing, working collaboratively with the Vermont Economic Development Authority (VEDA) and other entities such as USDA-Rural Development. GMEDC also manages revolving loan funds to provide gap financing now met by private lenders and VEDA.

GMEDC works with the DED to provide customized and confidential assistance to out-of-state companies that are interested in expanding or relocating to Vermont. Large and small businesses alike receive individualized attention on matters such as site location, finance options, training programs, tax incentives, and more. Together with DED, GMEDC works to facilitate the management of permit processes for value-added businesses at the local, regional, and state level.

GMEDC together with DED, Vermont Department of Labor, The Vermont Workforce Development Council, and other partners assists value-added businesses and their employees with advancing their workforce training needs through the Vermont Training Program,

the Vermont Workforce Employment Training Fund, and other state and federal programs. In addition, GMEDC assists the Workforce Investment Board, a community collaborative comprised of employers, educators, state agencies, and other stakeholders to advance workforce education and training in the region.

GMEDC works collaboratively with the Regional Planning Commissions, Regional Marketing Programs, and municipalities to advance appropriate land use, transportation, and programs that focus upon maintaining healthy and vibrant communities for Vermonters.

Joan Goldstein, Executive Director (295-3710)

Green Mountain RSVP & Volunteer Center

For 35 years, RSVP has been coordinating the work of volunteers in the town of Norwich with nonprofit organizations and institutions. We are part of the Corporation for National and Community Service. Since 1974, RSVP has matched hundreds of individuals with agencies and neighbors who benefit from their donation of skills and talents.

Last year, Norwich volunteers donated time to Norwich Senior Housing, Marion Cross Elementary School, the Montshire Museum, the Norwich Public Library, as well as the the Norwich Historical Society and the Norwich Women's Club. A Norwich volunteer also leads a Bone Builders class at the American Legion Hall. Members of Bone Builders classes fight against osteoporosis by preventing or reversing the effects of the disease through a series of weight bearing exercises. Over 350 seniors participate in RSVP Bone Builders classes in Southern Vermont.

It is our hope that retired individuals and those who are still in the workforce will get in touch with us to see how they can continue RSVP traditions and create new ones. RSVP can be reached in Windsor County by calling Linda Husband at (802) 885-2083.

Patricia M. Palencsar, Executive Director

Headrest

Headrest continues to run a 24-hour Hotline as it has done since our inception in 1971. The Hotline answers approximately 10,000 calls annually dealing with suicide, crisis, and substance abuse as well as information on services related to food, shelter, and assistance.

During the winter months, Headrest also answers the line for 10 Bricks for its Homeless Outreach program. Headrest is also the main responder for New Hampshire and Vermont for a national suicide line (1-800-273-8255). A slight change for Vermont residents is that calls are received by 211 during their working hours and by Headrest when they are closed for the evenings and weekends. Headrest also answers a line for the State of Vermont dealing with substance abuse issues. Headrest received approximately 100 calls this year from Norwich residents.

The Hotline is generously supported by municipalities in the Upper Valley as well as by donors from these towns, including many from Norwich.

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 out-

patient mental health services, alcohol and drug treatment programs, community rehabilitation and treatment programs, a developmental services division, and alternatives and emergency services programs.

During FY09, HCRS provided 1,107 hours of services to 29 residents of the town of Norwich. The services provided included all of HCRS' programs resulting in a wide array of supports for the residents of Norwich.

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

Montshire Museum of Science

The Montshire Museum of Science is a nonprofit, community-owned and -operated institution serving Norwich and surrounding communities since 1976. November 18, 2009 will mark the Montshire's 20th anniversary in its Norwich location.

More than 250 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 to the Museum 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 Montshire 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 more than 3,800 complimentary passes to area residents in need. In 2009, nearly 3,300 Museum visits were subsidized by the Museum. Many local nonprofit organizations serving the Norwich community benefit from free use of Montshire's Community Room including Norwich-based organizations such as High Horses Therapeutic Riding Program, Norwich Energy Committee, and ACTS.

The Montshire continues to be one of the most popular attractions and educational resources in northern New England, attracting more than 145,000 visitors to Norwich.

David Goudy, Director, Montshire Museum of Science



Photo courtesy of The Norwich Times.

Norwich Happenings

In recent years, the *Norwich Happenings*, the Town newsletter, was typically mailed to every Norwich household three times a year. Additionally, when space permitted, the *Norwich Times* printed Town committee and officer reports on the *Happenings*' behalf.

In each issue of the newsletter, members of the *Happenings* committee wrote about issues affecting Norwich – from traffic to infrastructure projects to descriptions of the Town's natural areas. The committee also published an events calendar, requests for volunteer help from organizations in Town, and informative pieces about the people and institutions that impact life here in Norwich. The Town funds that supported the *Happenings* were used for printing and postage costs.

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

In June 2009, the *Happenings* committee decided that after many years of volunteer hours, it was time to turn it over to another community entity. A win/win solution was reached; the *Norwich Times* would assume the duties of coordinating, editing, compiling, and publishing the material. With this "merger," the *Happenings* will have guaranteed space in each of the quarterly issues and maintain its own identity – more topics – and news-oriented than the *Times*' positive profiles focus. This allows both to exist while eliminating the need to mail two separate publications. The Town funds that support the *Happenings* will be used for the costs associated with adding advertising-free pages.

Jen MacMillen, Publisher (802-356-5228)

Norwich Historical Society & Community Center

This past year has been one of significant accomplishments for the Norwich Historical Society & Community Center. Our capital campaign raised over \$500,000 to restore the 1807 Lewis House. June 5 weekend marked the completion of the last phase of the restorations to both the outside and inside of the house, and we invited the community to join us to celebrate.

Visitors to the Lewis House this summer have been drawn to Chad Finer's Faces of Norwich, a series of photographic essays featuring our Norwich friends and neighbors, which captures our Town's history and creates a sense of community. It has been a wonderful project, and we are pleased that it will continue.

We continue to work with the Marion Cross School offering programs annually for 2nd, 4th, 5th and 6th graders. Collaborating with the Norwich Public Library again this year, we are bringing the Vermont Humanities Council's very successful program, First Wednesdays, to Norwich. With construction completed and the first floor of the Lewis House now accessible for all, we have seen a substantial increase in the number of requests from community groups to use the building for meetings and programs.

Funding comes from membership dues, our annual fund, grants, and a yearly Town appropriation. It is our goal to be responsive to the community and continue to be a resource for everyone not only caring for our collections but also planning programs and exhibits that are of interest to a wide range of the Norwich community. The Museum is open Wednesdays and Fridays 8 am - 4 pm. To schedule a special visit or to request use of the space, call 649-0124.

Nancy Hoggson, President (649-5740)

Norwich Lions Club

The Norwich Lions Club is a member of Lions International, a worldwide organization operating in more than 180 countries. Its primary mission is to serve the eyesight needs of people around the world with donations of eyeglasses and funding to address sight-related medical issues. Our club has existed in Norwich for 55 years and provides assistance to a number of Upper Valley regional charitable organizations and to Norwich families in need. Though our eyeglass collection mailbox is currently being rejuvenated, it will reappear at its location on Main Street soon.

Our primary fundraiser for the last 21 years has been the Norwich Fair, which is held on the Town Green during July. This summer, we were pleased to have the opportunity to initiate the new bandstand after providing monetary gifts toward the project in memory of past Lions members Silvette Gardner, Joe Grant, and Bill Merrill. We continue to appreciate wide support from the community for this event, enabling us to provide financial assistance for local organizations including Cover, The Haven, the Red Logan Health Clinic, Holiday Basket Helpers, the Boy Scouts, the Norwich Library, and many others over the years.

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

Ed Childs, Club President

Norwich Public Library

The Norwich Public Library is a 501(c)(3) nonprofit organization. Operating funds come primarily from the Town appropriation, contributions, and Library endowments. The Library serves the residents of Norwich. Out-of-town patrons pay a fee equal to Norwich's per-capita tax support.

It was a very busy year! People rediscovered their public library, when "extras" like Internet access, subscriptions, and DVD rentals were slashed from home budgets due to the faltering economy. The Library welcomed 246 new patrons. Total library circulation rose to 65,365 and computer usage increased 11%, while interlibrary loan requests increased 50%. Over 20 local groups used our community room on a monthly basis and there were six art exhibits. The Library sponsored 187 programs for the community and 5,598 people attended. Highlights included our first year co-hosting 1st Wednesdays with the Norwich Historical Society, hosting children's book illustrator Matt Phelan, and our successful community-wide fundraiser, UNCOVERED: The Art of Altered Books.

We received a grant from the Norwich Women's Club to expand our DVD collection, and from the Vermont Dept. of Libraries in support of our interlibrary loan program. The Friends of the Library provided funding for the summer reading program, the kids' & adult knitting programs, and a new computer server.

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 – FY09
Income & Operating Expenses**

FY09 INCOME	Budgeted	Actual
Town Appropriation	154,395.00	154,395.00
Annual Appeal & Fundraising	60,000.00	56,860.00
Restricted Funds	5,900.00	13,328.00
Endowment Income	42,155.00	22,144.00
Library Income (fees/fines)	8,000.00	8,567.00
Grants & Gifts	<u>400.00</u>	<u>1,265.00</u>
TOTAL INCOME	270,850.00	256,559.00
FY09 Operating Expenses		
Salaries & Taxes (4.64 FTE)	160,265.00	159,476.00
Health Insurance	20,000.00	19,357.56
Building & Ground Expenses	34,125.00	23,481.00
Books (includes processing costs)	15,614.00	12,319.00
Audio/Visual (includes processing costs)	4,850.00	4,404.00
Electronic Databases & Periodicals	2,230.00	2,741.00
Library Sponsored Programs (all ages)	1,500.00	1,773.00
Technology (hardware/software/DSL/website)	4,781.00	2,213.00
Contracted Services (bookkeeping, janitorial, tax prep)	11,020.00	12,975.00
Insurance (property/casualty & worker's comp)	7,400.00	7,379.00
Administrative Expenses	1,965.00	2,256.00
Postage (including interlibrary loan expenses)	2,800.00	3,458.00
Promotions (advertising, printing, mailings)	3,300.00	2,302.00
Professional Development (dues, conferences, mileage)	<u>1,000.00</u>	<u>576.00</u>
TOTAL OPERATING EXPENSES	270,850.00	254,710.56

Norwich Women's Club

Founded in 1907, the Norwich Women's Club (NWC) 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 27 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 2009, scholarship funds in the amount of \$32,900 were distributed to Norwich residents. In March the NWC stages Floribunda, a show and sale of flowers and plants. Proceeds from this event, \$16,700 in 2009, are awarded to Norwich individuals and organizations for community projects. Grants awarded this year included funding for the Norwich Historical Society's Lewis House, audio books for the Norwich Public Library, the visiting author's program at the Marion Cross School, support of the Upper Valley Trails Alliance, as well as for the Starlake Village Homeowners Association, the Family Place, the Montshire Museum, the Hanover High School graduation party, The Giving Bowls Project, and the Vermont Institute of Natural Science.

The Club also sponsored the dedication ceremonies for the new bandstand as well as the plantings around the bandstand and the triangle garden.

Karen Ward, President (649-395; www.norwichwomensclub.org)

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 (i.e., fuel/utility assistance, food, shelter), Crisis Intervention, Parent Education, Micro-Business Development, Individual Development Accounts, and four thrift stores.

In the community of Norwich we have provided the following services during FY09:

- **Weatherization:** Five homes (14 people) weatherized at a cost of \$27,454
- **Head Start:** One family (5 people) received early education and comprehensive family support services valued at \$8,344
- **Family Services (Outreach):** Fourteen families (38 people) received 194 services (including crisis intervention, financial counseling, nutrition education, referral to and assistance with accessing needed services)
- **Fuel/Utility Assistance:** Twenty-two families received \$37,553 in assistance
- **Housing & Other Assistance:** Eight families (22 people) received \$1,232 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 service. We thank the residents of Norwich for their ongoing support.

Stephen Geller, Executive Director

Two Rivers-Ottawaquechee Regional Commission (TRORC)

The year 2009 was a remarkable one for many reasons. Municipalities have been squeezed by declining revenues from state grant programs while simultaneously gearing up to capture some of the funding from the federal stimulus bill to address infrastructure needs that have not been met for years. Municipal budgets are tight, and increased costs on some items require difficult cuts elsewhere.

The services we provide have always been important to municipalities, but current realities make these services even more important. Whether making our communities aware of opportunities, or helping them reduce costs in their operations, TRORC was there to partner. As always, we provided technical expertise and resources for our towns as well as advocated for members' needs with the State Legislature and with state and federal agencies.

Regional and Local Transportation Planning: Our 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. In addition, TRORC Transportation Advisory Committee worked with member municipalities on numerous local transportation projects and prioritized 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, energy efficiency planning, GIS mapping, transportation planning, and Act 250 development review.

Emergency Management Activities: The Regional Commission's emergency management planning program, funded by Vermont Emergency Management, FEMA and the Department of Homeland Security, focuses 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 our EPA Brownfields Program, TRORC assesses the level of contamination on many sites throughout our region. Clean-up funding is then sought to bring properties back into productive use. In addition, TRORC maintains eligibility for our region for federal Economic Development Administration funding.

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

Upper Valley Community Grange #581

The Grange was established 142 years ago to support the needs of rural America and continues to participate in community service at the local, state, and national level. The Upper Valley Community Grange is one of over 3,000 Granges located in 37 states. With over 300,000 members, the Grange provides services including economic development, education, and legislation to agricultural and rural areas. Current national issues include rural highways and infrastructure, preservation of farmland, telecommunications access, and assurance of safe food products.

Thanks to the generosity of those who support our Saturday morning breakfasts, we are able to maintain our building and continue to fund donations to the Norwich and Hartford Historical Societies and public libraries. Other worthy causes include the Holiday Basket Helpers, The Haven, Hannah House, Willing Hands, and the Green Mountain Warmth Project.

Dictionaries are donated to every third grade student in Norwich, Hartford, White River, and Quechee through the National Dictionary Project.

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

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. Since 1985, UVLT has conserved 40,000 acres in 44 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. More information about public trails on UVLT-conserved land in Norwich, and elsewhere in the region, can be found at www.uvlt.org/trails.

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 13 new projects in FY09, protecting over 1,700 additional acres forever. Each UVLT success stems from the generosity of area landowners and support from community-based grants and individual donations. In this past year, UVLT has fielded numerous inquiries from Norwich landowners, including questions from owners of conserved properties seeking assistance with long-term stewardship, and from landowners seeking to conserve their lands with permanent protections.

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

Upper Valley River Subcommittee of the Connecticut River Joint Commissions

The CRJC includes members representing many different watershed concerns. This goal 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. The Subcommittee provides information and assistance to the states, towns, and landowners on both sides of the river from Bradford to Hartford on projects near the river. The Subcommittee is advisory and has no regulatory authority.

This year the Subcommittee provided advice on a number of projects, including the rowing dock proposed in Hanover. The Subcommittee also published a new and expanded *Connecticut River Recreation Management Plan and Water Resources Plan*, and sponsored presentations to acquaint the public with the findings. The *Water Resources Plan* emphasizes the environmental and economic benefits of keeping floodplains free of development and encouraging natural vegetation along riverbanks to keep them stable, block debris, shade the water, and filter pollutants from runoff. We encourage towns to consider our recommendations when updating town plans and revising zoning ordinances.

Landowners planning projects near water should check first with the Town Offices to see if a state or local permit is needed. We urge all anglers and boaters to clean their gear carefully to avoid spreading Didymo and other invasive plants and animals. A calendar, more about Didymo, advice on bank erosion and obtaining permits for work near the river, the *Connecticut River Management Plan*, and much more are on the web at www.crjc.org.

Geneviève Morinville, Norwich representative (603-252-1550)

Upper Valley Trails Alliance

During FY09 the Upper Valley Trails Alliance (UVTA) worked to enhance the health of residents and quality of life in Norwich through trail connections, events, and improvements. This year we launched the creation of the Upper Valley Loop Trail, a multi-modal network of off- and on-road transportation and walking/hiking routes that connect Norwich and Hartford, VT with Hanover and Lebanon, NH. We also continued the coordination of volunteers to build a bridge and maintain the King Arthur Trail, a 3/4-mile multi-use trail, providing a safe route for bike and pedestrian access from Mill Road to the Dresden Athletic Fields.

We offered the 2009 Passport to Winter Fun program to all Marion Cross School (MCS) 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. MCS had its highest participation rate this year: 242 students participated and 91 (41%) completed the program.

We continue to offer help to the Norwich Trails Committee. We also organized a number of UVTA volunteer workdays on Norwich Town trails like Gile Mountain. In addition we helped promote trail events in Norwich during Upper Valley Trails Day in June 2009 and we completed the fifth annual Upper Valley Bike/Walk to Work Day.

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

Russell Hirschler, Executive Director (649-9075)

Upper Valley Transportation Management Association (UVTMA)

Since 2001 the Upper Valley Transportation Management Association (UVTMA) has provided leadership and education to reduce reliance on single-occupant vehicle (SOV) commuting. During this time, 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 major employers. Volatile gas prices, growing concerns over greenhouse gas emissions, and a local commitment to public transit all demonstrate the need for our work.

This year we have been working with two major employers (Dartmouth Hitchcock Medical Center and Mascoma Savings Bank) to develop transportation demand management programs. Known as the Smart Commute project, this pilot aims to mitigate traffic congestion and encourage non-SOV commuting in major employment centers of the Upper Valley. A recent study showed that at least 164 Norwich residents commute to DHMC, and many others commute to other employment centers within our service area. We are also working with the Upper Valley Lake Sunapee Regional Planning Commission on the public participation process for the Upper Valley Intermodal Facility. If built, this facility will provide a substantial park-and-ride and central hub for our transit providers. This project could make it much easier for all Norwich residents to carpool or use public transit.

We will continue to engage the public in the intermodal facility through a series of 11 public meetings. The Smart Commute project will be extended to help other Upper Valley businesses develop transportation management plans.

Gabe Zoerheide, Project Manager (802-291-9100, ext. 110)

Visiting Nurse Association & Hospice of Vermont and New Hampshire

The VNA & Hospice is a compassionate, nonprofit healthcare organization committed to providing the highest quality home healthcare and hospice support services to individuals and their families. By keeping Norwich residents out of emergency rooms and hospitals, and reducing the need for relocation to 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 FY09, the VNA & Hospice made 1,529 homecare visits to 81 Norwich residents and provided approximately \$52,120 in uncompensated care.

Home Health Care: 1,081 home visits to 61 residents with short-term medical or physical needs.

Long-Term Care: 288 home visits to six residents with chronic medical problems who needed extended care in their home to avoid admission to a nursing home.

Hospice Services: 121 home visits to 10 residents who were in the final stages of their lives.

Maternal and Child Health Services: 39 home visits to four residents for well baby, preventative, and high-tech medical care.

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

Jeanne McLaughlin, President (888-300-8853)

White River Council on Aging Bugbee Senior Center

The White River Council On Aging, also known as the Bugbee Senior Center, is a non-profit agency committed to providing services to older community members and their families. The Center serves residents from towns that include Norwich, Hartford, Hartland and Thetford. We provide a range of social, transportation, nutrition, enrichment, and education programs and activities. All of these programs have the goal of enhancing the health and independence of our older citizens. If you would like more information about these services, give us a call at 295-9068, or stop in at the Center during our hours of operation, 8:30-4:30, Monday through Friday.

During the last year, our agency served 13,104 meals on site, and delivered another 9,120 meals to folks unable to come to the Center. The Center provided services to 164 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, and northern Vermont.

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

Len Brown, Executive Director (295-9068)

Windsor County Partners

Consistent interaction with caring adult role models has 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 2 hours a week with their mentees (ages 8-17) for one year. All our services are free to volunteers, children, and families.

In this last year, WCP served no one from Norwich but supported 31 partnerships from among 14 other towns in Windsor County. Our partners spent 1,900 hours together enjoying activities including reading, crafts, museum visits, baking, and sporting events. WCP's All Partner Events focused on learning, community service, and fun. We experienced a budget shortfall due to a reduction in foundation funding of 24% in FY08-09. We are anticipating foundation giving to be 25-40% less in FY09-10.

If we are not currently serving Norwich, it is for lack of mentors, not lack of youth who would benefit from one. Norwich is part of the greater community of Windsor County, and your financial support goes to support partnerships in neighboring towns, which ultimately builds social capital for us all.

As financial stressors increase, so do the challenges families face, directly impacting youth and making the need for mentoring even greater. There is always a waiting list of children in need. Our biggest challenge is finding mentors. Given the economic climate, now more than ever, we depend on town support for daily operations.

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

WISE (Women's Information Services)

By its mission statement, WISE "empowers victims of domestic and sexual violence to become safe and self-reliant through crisis intervention and support services. WISE advocates for social justice through community education, training, and public policy." In 2008-09, WISE provided 8,500 overall services, assisting an average 124 victims of domestic and sexual violence each month. Its volunteers contributed over 6,600 hours of service to the Crisis Intervention and Support Services program. The Youth Prevention Program provided over 200 training sessions to 1,532 local middle and high school students in six Upper Valley school districts, including the Dresden School District. Community Education Programs totaled 63, attended by over 2,800 individuals.

WISE has established enhanced collaborative programs in order to best serve survivors with complex needs. In this time of increasing economic uncertainty, the opportunity to thoughtfully and creatively continue to establish and build such significant collaborative efforts will be critical in order to maximize the reach and impact of WISE services in the lives of survivors who are also involved with a range of other systems and service providers. This approach is both cost-effective and highly efficient as it enables us to fully leverage both the programmatic offerings of WISE and those of other organizations addressing other critical and concurrent needs.

In FY09, WISE served a record number of new clients (1,013 victims), including Norwich residents.

Peggy O'Neil, Executive Director (602-448-5922)

Youth-In-Action

Youth-In-Action (YIA) is in its 26th year of providing meaningful community service opportunities for high-school-aged young people in the Upper Valley. Since we began student enrollment has continued to increase. In the current school year over 300 students are enrolled in YIA, 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), helping area nonprofits (such as the Family Place Gingerbread Festival or community dinners with the Listen Center); and YIA-generated projects (such as mentoring events like Kids in Motion or the Elves Workshop).

Projects in Norwich have included student volunteers at: the homes of Norwich residents in need, Marion Cross School events such as the Gift Making Festival, Giving Bowls, Floribunda, and the Nearly New Sale. Norwich children also often attend our mentoring events and 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 organizations. Due to the nature of our projects and services, we cannot provide absolute numbers of residents served. 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)



Mayfest celebration at the Marion Cross School. Photo courtesy of The Norwich Times.