

100 William Loeb Drive, Unit 3  
Manchester, NH 03109  
T: 603-669-3030  
F: 603-626-1252  
cc-nh.org



August 22, 2023

Michael Scala  
Director of Economic & Community Development  
City of Rochester  
33 Wakefield Street  
Rochester, NH 03867

RE: Cochecho Riverside Residences Proposal, Additional Information, RFP 24-02

Dear Mike,

This letter is in response to the City's request for additional information about our proposed resident services. The details to follow pertain to the two questions concerning:

1. The assistance services that will be provided to residents, directly on-site, referred to off-site providers, or both, and the source(s) of the service providers.
2. Transportation assistance provided onsite.

Mental health counseling, case management, support groups, financial literacy, parenting, food insecurity, transportation, veteran, elderly and single mom support services are all areas in which Catholic Charities runs successful programs. Depending on an individual's needs and urgency, residents will be able to connect directly with the on-site Resident Services Coordinator and access multiple resources via Catholic Charities' direct contact lines.

Catholic Charities operates a full-service social services district office at 23 Grant Street, one mile from the project location on Old Dover Road. CCNH owns and operates senior housing, a health care center, supported housing, and a special education program in the area.

- St. Ann Senior Housing & Health Care Center (Dover Point Road, Dover, 13 miles)
- St. Charles school (Grant Street, Rochester, 1 mile)
- New Generation (the only emergency shelter for pregnant and single mothers, as well as their children, on the Seacoast, 23 miles)

Over many years, we have established successful collaborations with pre-screened third-party health and social service agencies, whose services and resources compliment our programs. In addition to the Resident Services Coordinator, the property will also be managed by a certified Occupancy Specialist. Building and property services, operations and additional resident support will be provided by Catholic Charities' in-house compliance, accounting, social services, health services, and community engagement teams.

The proposed project includes a 2,500 square foot Community Center that will provide group gathering and activity space, private office/conference space, and staff offices. The Community Center may be available to local Rochester community and civic groups when meeting space is needed.

We will be offering support for all residents; seniors, people working in Rochester, and families. We'll provide support for residents who seek to age-in-place, and develop resources that empower workforce readiness, employment opportunities, homeownership readiness, economic stability, stronger families, and life enrichment.

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Services and programs that will be available to all residents are outlined in the attached table.

Access to transportation is an important social determinant of health because it can directly impact a person's ability to access healthcare, education, community services, shopping, social connections, and healthy food options. With Catholic Charities support, the Resident Services Coordinator will organize a no- or low-cost transportation service for seniors and disabled individuals utilizing a network of volunteers and by arrangement with local transportation service agencies.

Catholic Charities has run a volunteer driving program with its Caring Rides Program currently located in several other communities in NH. Participation in a similar program will be developed and offered to residents while allowing volunteers from the community and the housing project to be trained and properly vetted.

We will also encourage resident involvement in a resident council that will engage residents in community decision making and property operation. This opportunity can help prepare and develop some individuals as leaders, taking a more active role in their community, including Rochester civic engagement opportunities.

We are happy to provide any additional information about our social services and programs.

Regards,

A handwritten signature in black ink that reads "Dominique A. Rust". The signature is written in a cursive style with a large initial "D".

Dominique A. Rust  
Vice President & COO

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Services Available to All Residents	Description	Location	On-Site Resident Services Coordinator	Service Provider
Healthcare and General Resident Services	General resident services that support a resident's ability to find or sustain employment, be self-sufficient or maintain independent living.	<ul style="list-style-type: none"> <li>Community Center<sup>1</sup> (Onsite)</li> <li>CCNH District Office (Rochester)</li> <li>St. Ann's (Dover)</li> </ul>	Coordination and Navigation	CCNH <sup>2</sup> Health Care
Mental Health Counseling	Catholic Charities' mental health professionals will provide flexible and accessible counseling services to help residents gain the skills necessary to better cope with difficult situations, become more resilient in the face of life's daily challenges and improve overall quality of life.	<ul style="list-style-type: none"> <li>Community Center (Onsite)</li> <li>CCNH District Office (Rochester)</li> <li>Remote Telehealth</li> </ul>	Information and Referral	CCNH Social Services
Empowerment Counseling & Education	Administrative Case Management and programs include: financial advocacy, healthcare budgeting, accessing cost-saving benefits, managing co-payments and prescription costs.	<ul style="list-style-type: none"> <li>Community Center (Onsite)</li> <li>CCNH District Office (Rochester)</li> </ul>	Information and Referral	CCNH Case Managers
Financial Planning, Budgeting, and Credit Counseling	Financial literacy workshops, budgeting assistance, tax filing assistance and credit counseling to help residents manage their finances effectively and build financial stability.	<ul style="list-style-type: none"> <li>Community Center (Onsite)</li> <li>CCNH District Office (Rochester)</li> </ul>	Program Coordination	CCNH Social Services staff, 3 <sup>rd</sup> party providers TBD
Family Self-Sufficiency Program	Information and referrals to pre-screened, credentialed healthcare resources, wellness workshops, and exercise classes to promote physical and mental well-being among residents.	<ul style="list-style-type: none"> <li>Community Center (Onsite)</li> <li>CCNH District Office (Rochester)</li> <li>3<sup>rd</sup>-Party Location (TBD)</li> </ul>	Information and Referral	CCNH Social Services staff, Food Bank, and 3 <sup>rd</sup> party providers TBD
Resident Council	Resident council, community building activities, such as organizing social events, workshops, and activities that encourage resident interaction, promote a sense of belonging, and foster a supportive community.	<ul style="list-style-type: none"> <li>Community Center (Onsite)</li> </ul>	Program Coordination	
Life Plan Assessment	An assessment tool that measures various social determinants of health and is an effective means for empowering residents in setting personalized, achievable goals and long-term solutions, with monitoring.	<ul style="list-style-type: none"> <li>Community Center (Onsite)</li> </ul>	Program Coordination	CCNH Social Services Staff
Parenting Support	Parenting workshops and support groups to help parents develop effective skills and strengthen family bonds.	<ul style="list-style-type: none"> <li>Community Center (Onsite)</li> </ul>	Program Coordination	CCNH Our Place educators

<sup>1</sup> The proposed Cochecho Riverside Residences redevelopment project will include a 2,500 square foot Community Center that will provide group gathering and activity space, private offices, and staff offices.

<sup>2</sup> Catholic Charities New Hampshire