

**UNH Cooperative Extension Hillsborough County**  
**329 Mast Road, Room 101**  
**Goffstown NH 03045**  
**Phone: 603-641-6060**  
**Fax: 603-645-5252**  
**Office hours: Monday - Friday 8 am - 4:30 pm**

***Directions***

***From the North and South:***

*Take Route I-93 to I-293 to the exit for Route 101 West. Go to the large set of lights in Bedford (101 turns left), go straight toward Goffstown. You are now on Route 114.*

***From the East and West:***

*Take Route 101 to the large intersection with Route 114 in Bedford. Take Rt. 114 West toward Goffstown.*

***All:*** *From Rts. 101/114 intersection, take Rt 114 West through three (3) sets of lights. Turn left @ the next set of lights (4th set) on Rt. 114 West. Travel about 1/4 mile and look for the County Complex. Take a right into the first driveway and park to the left.*

**Visit us on the web: <http://extension.unh.edu>**

The University of New Hampshire Cooperative Extension is a public institution with a long-standing commitment to equal opportunity for all. It is the policy of UNHCE to abide by all United States and New Hampshire state laws and University System of New Hampshire and University of New Hampshire policies applicable to discrimination and harassment. It does not discriminate on the basis of race, color, religion, sex, national origin, age, veteran's status, gender identity or expression, sexual orientation, marital status, or disability in admission or access to, or treatment or employment in, its programs, services, or activities.



UNIVERSITY of NEW HAMPSHIRE  
COOPERATIVE EXTENSION

## Hillsborough County

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website: <http://extension.unh.edu>

# 2009 Highlights

**Mission Statement**

UNH Cooperative Extension provides New Hampshire Citizens with research-based education and information, enhancing their ability to make informed decisions that strengthen youth, families and communities, sustain natural resources, and improve the economy.

Helping you put knowledge  
and research  
to work.

## *Responding to your needs...*

Since 1914, the University of New Hampshire (UNH) Cooperative Extension—a partnership among county, state and federal government—has provided New Hampshire citizens with research-based information and non-formal educational programs to help them make informed decisions that strengthen youth, families and communities, sustain natural resources and improve the economy.

County Extension field staff deliver these programs through hands-on workshops, site visits, seminars, conferences, phone consultations, video conferences, satellite downlinks, printed materials, a statewide toll-free Info Line, and a large statewide web site.

A network of subject-matter specialists staff on the UNH campus and in land-grant universities across the nation linked by telephone, video-conferencing, and internet technologies, further ensure Extension's ability to respond quickly to social and environmental issues of broad popular concern.

We're proud and pleased to offer you these brief snapshots of our work in 2009. In addition to the specific projects highlighted here, each educator also participates in a wide variety of community coalitions and communities of practice, some of which you'll find listed on page 11 of this brochure.

Thank You!

**Daniel Reidy**  
Extension Educator,  
Community Development  
& County Office Administrator

**Beth Todgham**  
Chair,  
Hillsborough County  
Advisory Council

## *Hillsborough County Extension Staff Community Collaborators*

Adult Learning Center  
Beaver Brook Association  
Bedford Health Department  
Big Brothers Big Sisters  
Boys & Girls Clubs  
Catholic Medical Center  
Child & Adult Food Care Program  
Community Technical Assistance  
Program  
Families In Transition  
Farm Service Agency  
Friends of Valley Cemetery  
Girls, Inc.  
Greater Milford Outreach  
Hillsboro After School Program  
Hillsboro Office of Youth Services  
Hillsboro Welfare Department  
Hillsborough County Conservation  
District  
Hillsborough County Dept. of Corrections  
Hillsborough County Farm Bureau  
Hillsborough County nursing homes  
Hillsborough County school districts  
Hillsborough County Superior Courts  
InTown Manchester  
Liveable Walkable Communities  
Live and Learn Early Learning Center  
Lutheran Social Services  
MA Fruit Growers Association  
Makin' It Happen  
Manchester Adopt-A-Spot  
Manchester Chamber of Commerce  
Manchester Community College  
Manchester Community Health Center  
Manchester District Court  
Manchester Health Clinic  
Manchester Housing & Redevelopment  
Authority  
Manchester Neighborhood Housing  
Services  
Manchester Millyard Landscape  
Revitalization Committee  
Manchester School District  
Moore Center  
Nashua Housing Authority  
Nashua Police Athletic League  
Nashua School District  
Natural Resource Conservation Service  
NE Vegetable and Berry Growers  
Association  
NH Farmer's Markets Association  
NH Association of Volunteer  
Administrators  
NH Audubon Society  
NH Dept. of Transportation  
NH Division of Forests and Lands  
NH Employment Security  
NH Farm & Forest Expo  
NH Fish & Game  
NH Fruit Growers  
NH Food Bank  
NH Giant Pumpkin Growers  
Association  
NH Safe Food Alliance  
NH Sheep and Wool Growers  
Association  
NH Timberland Owners  
Association  
NH Tree Farm Committee  
NH Vegetable & Berry Growers  
Association  
NH Women's State Prison  
Operation Frontline  
Parenting NH Magazine  
Salvation Army  
Society for the Protection of NH  
Forests  
St Joseph Community Services  
(Meals on Wheels Program)  
Southern NH Services, Head Start  
Southern NH Services, Workplace  
Success  
Town of Goffstown  
VNA Parent/Baby  
The Way Home  
WMUR  
YMCA  
YWCA

## Natural Resources

### Forestry & Wildlife

An Extension Forester and Community Forestry Educator provide educational and technical assistance to forest landowners in the better use of their forest resources for income production as well as recreation, wildlife, aesthetics and watershed management. The Community Forestry Educator works to strengthen communities, promote social change, and enhance urban ecosystems through the practice of urban forestry and to provide support, instruction, and continuing education for Natural Resources Stewards (formerly known as Community Tree Stewards).

#### 2009 Highlights

- Examination of 2074 acres of forestland with 43 landowners.
- Thirty-eight presentations and tours conducted with an attendance of over 1000 adults and youth.
- Thirty-seven Natural Resources Stewards (NRS) and six college students graduated from two NRS courses. After graduating Stewards and students volunteered in a wide variety of natural resource projects and took on leadership roles in their communities.
- During FY 09, 95 Stewards reported 9,083.5 hours, the equivalent to 5+ additional full time employees in urban and community forestry working in 89 NH cities and towns including 22 in Hillsborough County.
- A marketing grant for Integrating Landscaping: Following Nature's Lead and Landscaping at the Water's Edge resulted in contracts with a public relations professional and a book distributor. Approximately 50 educational presentations were given and the professional marketing of these books served as a pilot for the marketing of other Extension publications.
- **Energy Answers:** In Sept. 09, Mary Tebo Davis coordinated the training for 33 new "Energy Answers Volunteers" in the areas of energy efficiency and renewable energy. The volunteers provide an additional resource to the Education Center's Information Line in Manchester responding to consumer questions through calls and emails, refer callers to appropriate state-wide resources, and assist the general public in navigating the myriad of web-based energy resources.

**Jonathan Nute**, Extension Educator, Forest Resources

**Mary Tebo Davis**, Extension Educator, Community Forestry

## 4-H Youth Development

4-H is the youth educational program of the University of New Hampshire Cooperative Extension. To fulfill our mission, the 4-H staff provides volunteer training and management to over 90 volunteers who provide over 4500 hours of service to Hillsborough County, serving over 3,000 youth. These volunteers are experts in their fields and offer Hillsborough County youth education in many different areas of study – including animal sciences, environmental sciences and current robotics. This volunteer time has a value of over \$87,000. 4-H staff also collaborate and provide educational training and resources for over 20 non-profits helping them to better serve the citizens of Hillsborough County. Grant and program support money brought into Hillsborough County through the 4-H Youth Development program exceeded \$125,000 in FY 2009. The various youth development programs administered by 4-H help participants develop the skills and attitudes necessary to be leaders as youth and on into their adulthood. They learn how to effectively communicate, lead their peers, organize events and be engaged citizens, while also engaging in the foundations of learning how to be a life-long learner able to connect to the wealth of resources at their University.

#### 2009 Highlights

- SET Initiative (Science, Engineering, Technology) – Animal Science, Botany, Robotics
- 4-H leadership programs – Career trips, UNH 4-H Teen conference
- Marketing You - Marketing/Resume program
- Youth Venture – Entrepreneurship program
- 4-H Afterschool Initiatives – National Partnerships in Afterschool Science, 4-H Wild Explorers, 4-H Green Thumb Team/Junior Master Gardener Program

**Julia Steed Mawson**, Extension Educator, 4-H Youth Development

**Michael Koski**, Extension Educator, 4-H Youth Development

**Jolee Chase**, Program Associate, 4-H Youth Development

## Community Assistance

### Community Development & Interdisciplinary Programming

Cooperative Extension in Hillsborough County continues to be a resource to communities of place and purpose in community development planning. Recent examples of this include the following:

- Assistance to Hillsborough County in the development and facilitation of a Charrette Steering Committee and a two day Design Charrette on October 2 & 3, 2009. This process provides valuable stakeholder input and recommendations from a team of design professionals, toward the development of a Master Plan for future uses of the 485 acre County Farm in Goffstown. The two day charrette included participation by more than 30 county leaders and more than 60 local and regional stakeholders.
- Assisted the Goffstown Parks & Recreation Department in the summer and fall of 2009, form a Master Plan Steering Committee, develop a town-wide survey and hold a public forum. Results of the survey and public forum were used to develop a report and a series of recommendations from the committee that will be used by the Parks & Recreation Commission in planning future capital projects and programming opportunities.
- The first two modules of *NH Citizen Planner*, a training curriculum for municipal land use officials was launched in cooperation with the Community Leadership Associate Degree program at UNH Manchester, the NH Office of Energy and Planning and the Nashua Regional Planning Commission. *Effective Meeting Management* and *Public Participation & Involvement Strategies* modules were conducted thru classroom and on-line formats between January and May, 2009.

Cooperative Extension continues to conduct Community Profiles across the state of NH. This community visioning program has been held in 15 communities in Hillsborough County and is offered in both one and two day formats. Two such Profiles, in Greenville and New Boston were featured in the publication *Ten Years of Community Profiles in NH*. This program helps communities of place or purpose engage stakeholders and reach consensus and direction on issues of significance, whether large or small.

**Daniel Reidy**, Extension Educator,  
Community Development & County Office Administrator



Using donations from various agriculture groups, UNH Cooperative Extension personnel working with the Temple Volunteer Fire Department hosted an emergency first responders training program on May 1 - 3, 2009.



## *Natural Resources*

### *Agriculture/Horticulture*

The agriculture educators work directly with farmers, growers and/or owners and employees of agricultural and green industry enterprises providing technical information that covers all aspects of their businesses. Because agriculture is an ever-changing and dynamic business it is important to keep local farmers on the leading edge. To help businesses remain competitive education is provided through workshops, informal contacts, farm meetings, personal visits, written recommendations, phone contacts and e-mail. Thirty-two commercial agriculture meetings were organized and/or hosted in Hillsborough County with almost 1000 people attending. An additional 23 commercial agriculture joint-hosted meetings were held in other locations with county businesses participating.

In addition, cooperation on several regional programs provided local farmers and growers with the opportunity to expand their knowledge base and improve their operations. Farmers attending these programs exchanged ideas with others in New Hampshire and New England. The Hillsborough County Agricultural staff was involved in organizing and conducting these New Hampshire and New England events.

Fifty Hillsborough County Master Gardeners volunteered 1900 hours this year doing projects like providing training to a group at Juvenile Justice calling themselves the “Locked-In Landscapers”, doing school programs, helping to get the Greenfield Community Garden started, working in the gardens at Joppa Hill Educational Farm, conducting the weekly horticultural therapy program (Elders on the Grow) at the county nursing home, working on the Nashua Street Tree Inventory, educating boaters on aquatic invasive species, and doing public speaking (49 talks delivered this year). WMUR’s channel 9 “Grow It Green” tv spots provided practical information to more than 35,000 weekly viewers interested in growing plants economically, and 6 workshops were taught to 85 people on how to prune and grow fruits at home for food.

**George Hamilton**, Extension Educator, Agricultural Resources  
**Margaret Hagen**, Extension Educator, Agricultural Resources

## *Family & Consumer Resources*

### *Food and Nutrition*

In many communities in Hillsborough County we had a great opportunity to reach elementary school students through the USDA Fruit and Vegetable Program. Students in five Manchester Elementary Schools which have 50% or more students receiving free or reduced lunch participated in this program which ensures each student receives a snack of fresh fruit or vegetables 3 to 5 times a week. To enhance the program, We work with UNH Dietetic Interns to provide nutrition education to those schools. Together we have established health message bulletin boards, handouts, news releases, lesson plans, power point presentations and more. These tools have been used in these schools not only by the interns, but have been made available to the teachers for future use. In the 2008 – 09 school year about 2500 Manchester youth benefited from this program.

The education the Nutrition Connections Program offers to limited resource adults and children, fit well with National initiatives on obesity and nutrition. Our programs are based on the *USDA My Pyramid*, with a focus on exercise and healthy eating to prevent chronic diseases. A diet rich in whole grains, fruits and vegetables, lean and low fat foods, and reduced sodium and sugar intake is stressed. Lessons are available for people of all ages and many are available in both English and Spanish.

**Heidi Bennett**, Program Associate, Nutrition Connections  
**Awilda Muniz**, Program Coordinator, Nutrition Connections

## Family & Consumer Resources

### Food Safety

Cooperative Extension provides all sectors of the food system, from producers, processors and food service workers to consumers, with education on food safety and sanitation. This “Farm to Fork” approach helps participants keep food safe by assessing risk and using recommended food handling techniques to minimize the risk of food-borne illness (FBI). Food safety programming benefits Hillsborough County by reducing the incidence of foodborne illness, the medical costs and absenteeism costs associated with FBI, and economic loss that impacts the food service industry when a FBI outbreak occurs.

#### 2009 Highlights

- Over 600 adults attended programs that teach food service workers, consumers and volunteers proper food handling techniques and ways to reduce the risk of foodborne illness. Partnerships include Hillsborough County restaurants, NH Food Bank, Southern NH Services, health departments, school food service, farmers’ markets, child care providers, and Master Gardener volunteers.
- Seventy (91%) ServSafe® participants passed the certification exam with an average score of 89%. ServSafe® is an advanced food safety training and national certification program of the National Restaurant Association Educational Foundation.

### UNH Cooperative Extension Education Center and Info Line

Master Gardener volunteers multiply Extension’s educational efforts to meet the needs of NH residents. At the Education Center and Info Line, Extension invests in Master Gardener volunteers by providing training and support, so volunteers can accurately answer consumer questions with research-based information. The Education Center and Info Line benefit Hillsborough County by educating residents on a wide range of topics including home horticulture and how to make changes that optimize the economic, aesthetic and safe environmental use of their properties.

#### 2009 Highlights

- Over 6200 consumer calls and emails were answered at the Education Center by 218 Master Gardener volunteers on home gardening, trees and shrubs, wildlife, insects, plant disease, food safety, and many other topics.
- Master Gardener volunteers invested over 3000 hours of their time, a value of \$60,750, to extend UNH Cooperative Extension’s impact.

The Education Center’s toll free info line, 877-398-4769, is open Monday-Friday, 9 am – 2 pm and Wednesday, 5 pm – 7:30 pm. Email questions to [answers@unh.edu](mailto:answers@unh.edu).

**Alice A. Mullen**, Administrator  
Education Center and Info Line  
Extension Educator, Family and Consumer Resources

## Family & Consumer Resources

### Parenting and Childcare Provider Education

Parenting education programs offered by UNHCE include a variety of workshops and multi-week classes to parents and professionals. Topics include discipline, child development, family communication, bullying, co-parenting, work life balance, wellness and stress, and social and emotional skills. Educational opportunities are provided statewide and in Hillsborough County communities. Extension also provides leadership to community groups and service agencies collaborating to provide programs and resources that support and educate families and providers. In addition, Extension offers residents educational publications, age-paced newsletters, WMUR parenting segments, and collaborations with other media sources.

### Financial Resource Management

Financial resource management education provides knowledge to change existing financial habits and reach financial goals. Programs are offered to individuals and professionals. Some of the financial workshops offered in 2009 were Managing Money in Tough Times, Don’t Be Crushed by Debt, and Budgeting. In addition, UNHCE is involved in statewide initiatives, including the High School Financial Planning Program to educate middle and high school age students about personal finance; and community coalitions in Nashua and Peterborough. Various educational publications are available online or by calling the County office. These include Developing a Savings/Spending Plan, What to Do When You Can’t Pay Your Bills, and When Your Income Drops. UNHCE statewide and county staff also supports the Earned Income Tax Credit coalition by distributing information and helping to promote and provide free tax assistance for limited resource residents through coalitions at various sites. These efforts provided tax credit income to families and communities in the county.

#### 2009 Highlights

- 269 county residents, youth and adults, received financial management education through programs focusing on increasing confidence in managing finances, decreasing debt, and increasing savings. Included were 17 professionals who support individuals and families either as human resources professionals or in human services organizations.
- 199 Hillsborough County youth and adults took advantage of UNHCE parenting programs and workshops. In addition, UNHCE supports coalitions in Nashua and Manchester bringing human services agencies together to decide how to provide resources to families in those communities.
- 65 childcare providers attended workshops in Nashua.
- Parents of babies and toddlers received age-paced newsletters providing them with developmental information on their children; these newsletters are designed to help parents better meet the needs of their babies and toddlers.

**Sharon Cowen**, Extension Educator, Family & Consumer Resources