



2023

Community Impact Report

Working together
makes a difference.

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Effecting Positive Change in our Communities



This report speaks to FedPoint's dedication to making a meaningful difference in both the communities we serve and the lives of those we touch—our employees, customers, neighbors, partners, and countless others.

As a federal and military benefits contractor, we operate locally and also have a far-reaching national, and even global, footprint. Our corporate citizenship extends from our company headquarters on the New Hampshire Seacoast to Washington, D.C., and across the U.S., where our business partners and the customers we serve work and live, and beyond. This helps to inform our approach to community giving, which borrows in part from the popular “think globally, act locally” principle.

In practice this means investing in causes and organizations in our own backyard that are important to our employees, while complementing these efforts with support for more national organizations that help improve the lives of the federal family members we serve.

There may be no better example of this local-national approach than FedPoint's investments in education.

- In 2023, we awarded our first FedPoint Nursing Scholarships of \$5,000 each to four high-achieving students pursuing degrees in the nursing profession. FedPoint's commitment to the future of the nursing workforce in New England and beyond was lauded by New Hampshire Governor Chris Sununu and serves as a great example of a local community effort, as FedPoint's care coordination team and our community partners from Cornerstone VNA in Rochester helped to identify the recipients from more than 100 other applicants across New Hampshire, Maine, and Massachusetts.

- While our FedPoint Nursing Scholarship awards were a local first in 2023, last year marked our 15th consecutive year supporting the national Federal Employee Education & Assistance Fund (FEEA) Scholarship program. FedPoint's support for the program has helped provide more than 400 merit-based scholarships for children and family members of federal employees across the country (with 25%+ awarded to recipients right here in New England), helping many recipients to become the first in their family to attend college.

The heart and soul of our community engagement has always started with our people. Throughout this report, you'll discover stories of positive impact directly resulting from our employees' involvement—from nonprofit board service with organizations like Leadership Seacoast, Cornerstone VNA, and I Got Bridged to record number turnouts for United Way's Day of Caring, to FedPoint's own Nicole Bernarducci receiving the 2023 Easterseals NH Volunteer of the Year award.

I continue to be proud and grateful for our employees' generosity and service. It's one thing to work for a good company. It's another to work for a company that does good. It's an extremely fortunate circumstance to work for a company that embodies both. I hope as you browse this report you feel the same.

Gratefully,

A handwritten signature in dark ink, appearing to read "Brian Frankenfield".

Brian Frankenfield
Executive Sponsor, FedPoint Community Giving

2023 by the Numbers

FedPoint's community giving was far reaching in 2023, with \$250,000 in support provided to more than 80 non-profit organizations spanning New Hampshire and the greater Seacoast to Washington, D.C. and beyond. Our community partners program made up 25% of our total giving, with funds helping to support local nonprofit organizations chosen in part by FedPoint employees via our annual giving survey.

FedPoint employees also drove our monthly charity selections and voted for our Survey Says charities, directing funds to combat the social issues that mattered to them most such as homelessness, food insecurity, substance abuse, domestic and sexual violence, to name a few.

\$250K+

IN TOTAL
DONATIONS

500+

VOLUNTEER HOURS
LOGGED

80+

ORGANIZATIONS
SUPPORTED



How We Give

Our philanthropic program is structured to support the community in a variety of ways, as shown below. This structure enables us to understand the needs of the nonprofits we assist and support their initiatives, while empowering our employees to support the community causes they most care about through both financial assistance and in-person volunteerism.



Corporate Donations

FedPoint supports a core group of community partner organizations that impact change in areas important to employees and supports them through sustained financial contributions.



Survey Says

Choosing from a list of organizations suggested by employees in FedPoint's annual giving survey, employees vote for one organization each month to receive a company donation.



Employee-requested Donations

Each year, employees can request a donation of up to \$500 to a nonprofit of their choice.



Sponsorships

FedPoint invests in sponsorships that help nonprofits aligned with the causes employees believe are important.



Matching Gifts

Employees are able to double their giving by submitting for a match up to \$100 annually for qualified nonprofit organizations.



Volunteerism

Employees are provided 16 hours of paid time off per year to volunteer in the community at a nonprofit of their choice.

Organizations We Supported

FedPoint donated to more than 80 national and local nonprofit organizations in 2023. Many of the donations were directed by employees through our matching gift and employee-requested donation programs, each of which allows employees to choose which charities they would like to support. Below are the organizations FedPoint supported in 2023.

Adult & Teen Challenge New England & New Jersey	Knights of Columbus
Allies United for Change	Krempels Center
Alzheimer's Association	Leadership Seacoast
American Foundation for Suicide Prevention - NH	Lydia's House of Hope
American Heart Association	Maine Cancer Foundation
American Liver Foundation	Maine Parent Teacher Association
American Pets Alive	Maui Food Bank
American Red Cross	Maui United Way
Arts in Reach	MGH Institute of Health Professions
BRIDGES	Monarch School of New England
Calyx Institute	My Friends Place Inc.
Caring Unlimited	Newmarket Housing Authority
CASA of New Hampshire	NH Coalition Against Domestic & Sexual Violence
Center for Wildlife	NH Food Bank
Children's Museum of NH	On Belay
College of the Holy Cross	One Simple Wish
Connor's Climb Foundation	Oyster River Womenade
Cornerstone VNA	Pet Tails Rescue
Cross Roads House	Pope Memorial Humane Society
Cystic Fibrosis Foundation	Red's Good Vibes
Doctors Without Borders USA	RISE
Dover Children's Home	Safe Harbor Recovery Center
Dover Northside Baseball Inc.	Safe Haven Humane Society
Easterseals of NH	Seacoast Mental Health Center
Emmanuel College	Seacoast Science Center
End 68 Hours of Hunger	Seacoast Youth Services
Federal Employee Education & Assistance	Shaughnessy Seagull Inc.
Footprints Food Pantry	Sleep in Heavenly Peace
For The Love of Alex	Southeast Land Trust of New Hampshire
Gary Sinise Foundation	Special Olympics New Hampshire
Gather	Swim with a Mission, Inc.
Girls Inc. of NH	The Colonial Williamsburg Foundation
GlobalGiving	The Dance Hall
Granite United Way Greater Seacoast Region	The Red Sox Foundation
Great Bay National Estuarine Research Reserve	U.S. Chamber of Commerce Foundation
Harbor To The Bay	Univeristy of Massachusetts Foundation
HAVEN	University of Massachusetts
Homeland Heroes Foundation	University System of New Hampshire
Homeless Center for Strafford County	Veterans Count
Hope on Haven Hill	Wildlife in Crisis
Horne Street School	Working Dog Foundation
I Got Bridged	Yellowstone Forever
Inclusive Ski Touring	You Never Walk Alone Inc.

Key Community Partners

FedPoint has established ongoing partnerships with several organizations whose missions align with not only the work we do as a federal contractor, but also the the issues identified as most important to our employees. We work with these organizations to gauge their current needs and services, and focus on ways we can best help the communities they serve through both financial and volunteer support.



Community Partner

Granite United Way

FedPoint has been a longtime partner of the Granite United Way, supporting its mission to bring people and resources together to create positive and lasting change in our communities.

K-READY Kids

Since 2014, FedPoint has supported the K-Ready Kids campaign, which helps prepare children and their families for kindergarten by providing readiness backpacks filled with age-appropriate materials to help them thrive in school, such as books, materials to help build fine motor skills, and activities and resources that help parents learn more about where their child is developmentally.

Each year FedPoint employees use their volunteer hours to help pack the backpacks and ready them for distribution to the children at area preschools before the summer break.



FedPoint also sponsors and participates in the United Way's annual Day of Caring, which offers teams of volunteers from local companies and organizations the chance to roll up their sleeves and make a difference in the community by pairing them up with local nonprofits.

Each year FedPoint is partnered with four to six nonprofits, and employees volunteer help them with various projects such as landscaping and gardening, painting, organization, basic repairs, and even building playground areas.



Community Partner

Leadership Seacoast

To promote civic engagement, FedPoint has encouraged its employees to take part in Leadership Seacoast, a nonprofit organization dedicated to enriching and inspiring both emerging and existing leaders within the New Hampshire Seacoast.

Through its programming, Leadership Seacoast aims to build a stronger community for all by engaging and inspiring people to lead positive changes in their community.

FedPoint shares in that mission, and has partnered with and supported Leadership Seacoast since 2015 by supporting the organization through sponsorship, as well as supporting employees who apply and are accepted into the program.

We believe participation in Leadership Seacoast provides our employees with a unique opportunity to not only learn the inner-workings of the issues affecting the Seacoast, but also expands their network with local influencers.

Participants commit to a seven-month community leadership program, where regional issues are examined through the perspectives of experts, on-site visits, readings, discussion groups, problem-solving exercises, and other experiential activities. Participants explore and examine key issues impacting the cultural, social, political and economic lives of Seacoast residents.

More than 20 FedPoint employees have graduated from Leadership Seacoast. Many have gone on to serve on nonprofit boards (including Leadership Seacoast's own board of directors), or become active members of nonprofit committees.



Investing in Education

FedPoint Nursing Scholarship

The FedPoint Nursing Scholarship was established in an effort to attract qualified candidates to the profession and support our next generation of nurses.

Four \$5,000 scholarships are awarded annually to graduating high school seniors who currently reside in either New Hampshire, Maine, or Massachusetts and are accepted into accredited nursing programs.

As a company that employs more than 35 full-time nurses, offering the annual scholarships is our way of affirming, supporting, and expressing our gratitude to those who wish to become nurses, and raise awareness that nursing remains a rewarding career path with strong prospects now and in the future.

It's also a chance for us to make a meaningful financial contribution to their training, and serve as a token of our gratitude to those who commit to this venerable field.

Our first year accepting applications was 2023, and we received more than 100 applications our inaugural year—ultimately choosing the four winners who stood out from the field for demonstrating a strong work ethic, passion for community, academic rigor, and heartfelt desire to help improve the lives of others by pursuing a career in nursing.

Each year scholarship recipients are announced during National Nurses Week.

FedPoint Nursing Scholarship

2023 Recipients



Maya Barthel

Nottingham, NH

"Being a patient at Boston Children's Hospital showed me how invested the doctors and nurses are in their patients' lives. This was the first time I realized that nursing was a possible career for me to pursue."



Marisa Behl

Georgetown, MA

"I don't remember the exact date I decided that I wanted to be a nurse. ... But I also don't remember wanting to be anything else."



Grace McHugh

Concord, NH

"This is going to make it possible for me to attend nursing school, and I promise that I will give back to those in need as a nurse."



Emily Roberge

Somersworth, NH

"This scholarship is more than financial support, but evidence that others see me as having potential in the future of healthcare."

Investing in Education

Federal Employee Education & Assistance Fund

Our investment in education goes beyond our local community. As a federal contractor, we have also committed to supporting members of the federal family through our philanthropic efforts.

One way we do so is through our partnership with the Federal Employees Education & Assistance Fund (FEEA), whose mission is to empower federal and postal employees and their families to achieve their educational, financial, and career goals as they serve the American people.

Since 2007, FedPoint has partnered with FEEA and annually contributes \$62,500 to their merit scholarship program, which awards merit-based scholarships to federal employees, their spouses, children, and grandchildren. Our donation supports 50 scholarships annually.

FedPoint's financial contribution toward the scholarship fund has helped provide more than 400 merit-based scholarships for children and family members of federal employees across the country, helping many recipients to become the first in their family to attend college.

To date, FEEA has awarded more than 11,500 scholarships to date, totaling over \$14 million to federal employees and their families. We are proud to play a small role in helping to provide educational opportunities for federal families.

“

By awarding me the FEEA and FedPoint scholarship, you have also awarded me with the gift of confidence and security necessary to attain my goals. Your gift will allow me to focus on my school work and will also enable and encourage me to be the best engineering student I can.

-Sophie”



FEEA

FEDERAL EMPLOYEE EDUCATION & ASSISTANCE FUND

Employee Volunteerism

Volunteerism is at the heart of our philanthropic efforts, and we encourage our employees to actively participate in community service.

To cultivate this spirit of civic-mindedness, we offer our employees 16 hours of paid time off annually for volunteering. This time can be used for personal volunteer work with nonprofits that hold significance for them or for engaging in company-organized service days and community activities.

Whether it's participating in a beach cleanup, helping with gardening and landscaping, or volunteering at a road race—no matter the opportunity, FedPoint employees are regularly inspired and, through their actions, inspire others to actively generate positive change in our community.



Employee Spotlight

Nicole Bernarducci

"If you're capable, you're qualified, and if you're able, then you should."

When it comes to giving back, this is the mantra that FedPoint employee Nicole Bernarducci lives by.

A nurse for nearly 30 years, Nicole has an innate passion for helping others. She is a team leader for FedPoint's Care Coordination Department, and her care and compassion are evident in everything she does, whether it's in her role as a nurse or as a volunteer out in the community.



In addition to being active in her local community, Nicole is always first in line when it comes to participating in volunteer initiatives sponsored by FedPoint in support of our community partners.

One longtime such partner is Veterans Count, whose mission is to provide critical and timely clinical and social services and financial assistance to service members, veterans, and their families. Nicole volunteers at several Veterans Count events including the annual Radiothon, Pack and Boots race, On the Tarmac, and Red, White and Brew event.

That spirit of volunteerism earned Nicole the honor of being named Easterseals NH's 2023 Volunteer of the Year for her efforts to support their Veterans Count program.

"Nicole is a true example of the ripple effect a volunteer can have," said Easterseals NH Board Chair Andy MacWilliam. "She not only dedicates her own time to volunteer, but she recruits others to join her. She's willing to do whatever is needed. We are so grateful for Nicole's dedication and passion to Easterseals."

Nicole was recognized with the award at the Easterseals annual celebration on Tuesday, November 14, 2023.

"To be honored in this way, for something that truly fulfills me and provides me with a real sense of greater purpose, is extremely humbling," Nicole said on receiving the award.

Community Champions

In 2022, we introduced the Community Champions series to the company in an effort to highlight our exceptional employees who dedicate their time and effort beyond work to create a positive impact in their community. Our goal is to acknowledge them by sharing their stories with the entire FedPoint community, share their volunteering experiences, explore their motivations for participation, and understand the significance they find in giving back.

2023 COMMUNITY CHAMPIONS



Tracy Mayes, Care Coordinator

Tracy's volunteer efforts have included everything from natural disaster cleanups in neighboring states to mission trips to Kenya.

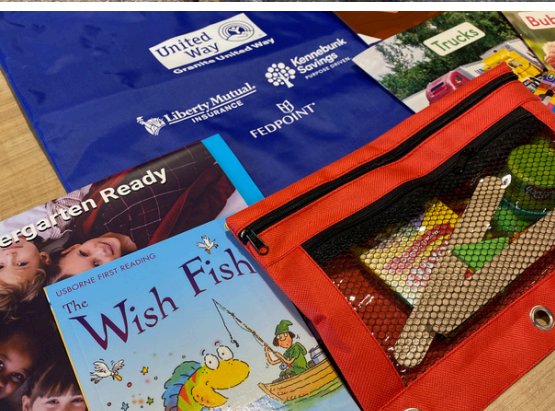
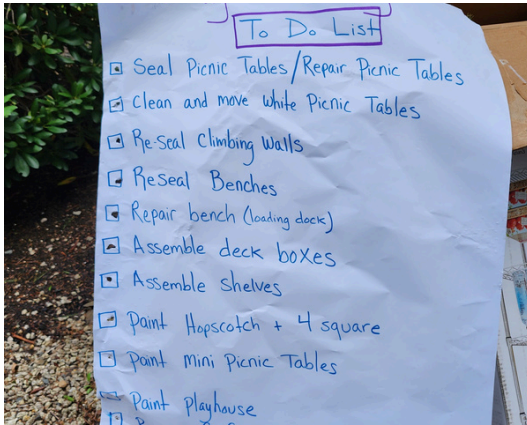
"I feel like I could do this every day, and it would never be enough. But one ripple, combined with another ripple, becomes a tidal wave of goodness."



Barry Farrington, Senior Contact Center IVR and ACD System Administrator

Barry has participated in the Harbor to the Bay bike ride for the past 15 years.

"This is my way of giving back to the community. It's bigger than just me. It's not just people participating in a bike ride, it's extended family working together. That's what makes the months of practice and preparation possible."





About FedPoint

FedPoint® is a benefits marketplace operator and third-party administrator that serves millions of customers in the federal civilian and uniformed services markets.

A wholly owned subsidiary of John Hancock Life & Health Insurance Company, FedPoint was founded in 2002 and is headquartered in Portsmouth, NH.

Corporate address
FedPoint
100 Arboretum Drive
Portsmouth, NH 03801

Mailing address
FedPoint
P.O. Box 797
Greenland, NH 03840-0797

