



Annual Report

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88 Village Street, Penacook, NH 03303 603-565-5443

www.makingmattersnh.org

info@makingmattersnh.org

Greetings from the President!

It is with great pride that I present our first annual report. This report attempts to summarize our first two years from incorporation to opening; and share a vision for our goals for the next phase of our journey.

It is impossible to thank everyone who has been a part of this wild ride. I would be remiss if I did not go back to the first meeting back in 2017, when Jessica Livingston and Byron Champlin and I sat at a kitchen table brainstorming if Concord was ready for a makerspace. Fast forward a few months and many meetings, our core group was established, and we unveiled our concept to the community at Red River Theatre. Many gatherings at New England College, Marketplace New England and even a few at True Brew later- our caffeine fueled Board of Directors was formed, and a new NH Non-profit was born.

I will be grateful forever to that band of courageous souls, our founding Board: Jared Reynolds, Sandra May, Jessica Livingston, Gary Miller, Chelsea Bailey and Myself. We were soon joined by Lisa Stockwell and Nancy Paul to start the work of building out our vision of a makerspace where all are welcome and encouraged to create.

Thank you to the dozens of volunteers who joined us to renovate our new home. Special hazard pay level thank you's must go to those who helped us rip and dispose of a dumpster load of the nastiest carpet ever, and to those who embraced the vision from the beginning. To those who stepped forward to lead shops as our resource managers: John Cassel, Bill Willson, Sandra May, Chelsea Bailey, Ben Braggins and most recently, Bill Smith. Thank you to Jared Reynolds who keeps the funding straight and to Sandra May for making sure we cross all of the t's. To others who stepped forward to help build things and demolish others: Bill Haskett, Robert Beck, Tom Wilhelm and because I am sure that I have forgotten someone: to everyone who came with cleaning supplies and gallons of mis-matched paint and then stayed to turn our 1960's office into a fun and funky space.

Thank you also to the City of Concord, Chamber of Commerce, members of the Creative Concord Task Force and the State Council for the Arts; and to the members of other makerspaces around the state for sharing their expertise so generously. Thank you especially to the owner of the Beede Building, Dede Russell for supporting our vision and taking a leap of faith with us. Thank you to our supporters large and small- we could not do any of this work without you!

As we move into our next phase, I look forward to the leadership from our next Board of Directors. We have many challenges ahead as we adjust the grand vision to the "new normal". Thank you to all of our current and future members, donors and supporters! Now, more than ever, I feel with all my heart that our accomplishments will be limited only by our collective imagination.

Thank you for joining us on this journey!

Laura Miller

Board President 2018-2020

General overview

Mission: To develop a safe, fun, and collaborative environment supporting makers of all ages and skill sets coming together to teach, learn, create, explore and prosper. We are creating a strong and sustainable organization that contributes to Concord's regional economy and builds a more vibrant community.

History: After more than a year of planning, community meetings, and research, Making Matters NH formed as a nonprofit corporation in June of 2018 with the goal of launching a makerspace in the Concord region with shared tools, equipment and resources for artists, innovators, and entrepreneurs. We quickly became fully recognized as a 501(c)3 organization and began to seek start-up funding and community partnerships.

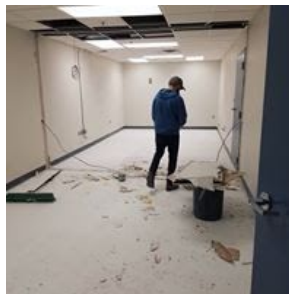
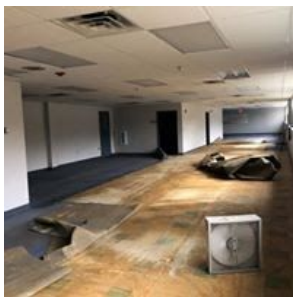
In July of 2019, Making Matters NH received a Rural Business Development grant from the US Department of Agriculture to purchase equipment and renovate a future space, with the understanding that the organization would find a space and be open within a year.

The organization quickly went to work to find a permanent home. After investigating warehouses, industrial space, the mall, and even a charter school, we settled on 8,500 square feet of the former Beede Electric Building in Penacook Village in October of 2019. The Beede Electric Company was a staple of the community of Penacook and we are thrilled to bring the building back to life. Just 5 miles north of downtown Concord, this location offers high traffic visibility, convenient access to Route 93, and the CAT bus route, proximity to workforce housing and local schools. The Beede Building, as it is commonly known, is also wheelchair accessible, has plentiful parking and space for outdoor events.



Renovating Space

Making Matters NH spent the next four months tearing up carpet, demolishing and painting walls, and getting the space ready to launch. We are forever indebted to the volunteers who helped in those early days! At the end of October, 2019 we invited the community to join us for a community cleanup day.



30 intrepid volunteers brought mismatched paint and cleaning supplies, and we converted an old office space to a colorful and a little funky creative makerspace!

[Watch the video that Concord TV helped us create to celebrate the day!](#)



In February of 2020, Making Matters NH officially opened its doors to new members. With financial support from the USDA, NH Charitable Foundation, Capital Regional Development Council, and many generous donors, Making Matters NH launched with a woodshop, fiber arts and craft studio, prototyping and electronics labs, photography studio, and private offices and shared workspace.

Membership

Making Matters NH offers three types of memberships: Maker, Family Maker, and Supporter. Maker memberships are available for \$50 per month, Family Maker membership for \$90 per month, and Supporter membership for \$25 per month. Discounts are available for seniors, veterans, and those that pay for 6 months or a year in advance.

Maker memberships provide access to the full space, equipment, and event and class discounts. Supporter memberships provide discounts to Making Matters NH's events and classes, and offer an opportunity for community members to support the space and its mission that aren't currently looking to use equipment and tools.

We opened the shared makerspace to membership three weeks before the state of emergency declaration. The declaration and resulting shutdown ended our ability to conduct open houses and sign up new members. At this date we have 24 members and plan to recruit new members as soon as we are allowed under the re-opening plan.

Workshops and Events

1 Million Cups Central NH: In the fall of 2018, eager to get started on our mission, we worked to bring One Million Cups to the Concord area. Funded in part by the Kauffman Foundation, One Million Cups is a national effort to connect entrepreneurs to each other and their communities and strengthen entrepreneurial ecosystems. Each month, two entrepreneurs tell their story, share their vision, and discuss their challenges to a room full of both business experts and average citizens. The audience offers feedback and resources. To date 45 entrepreneurs and small businesses have presented to over 500 audience participants. Monthly sessions continue the first Wednesday of the month from 8-9am virtually, until we



can meet again in person. Support for this program has been generously made by NHTI, the Hotel Concord and UNH Cooperative Extension.

Female Entrepreneurship Matters!

A year's worth of educational opportunities were funded through a grant from the NH Women's Foundation. Workshops have been delivered to over 150 emerging business owners through a partnership with the Center for Women and Enterprise and our local SCORE chapter. Topics have varied from "Is Entrepreneurship Right For You" to making the most of social media and legal considerations for start-ups.

The Art Of Entrepreneurship Conference:

In March, 2020 (thankfully just before the shutdown) we offered a day long conference to inspire creativity and connection as part of the Female Entrepreneurship Matters grant from the NH Women's Foundation. A keynote speech from the founder of Smart Strong and Sassy, media guru Tiffany Eddy, started the day, but the highlight was the pitch competition during which five entrepreneurs presented their companies to a panel of business experts. After a difficult decision process, they awarded the \$1,000 prize to Marissa Delhay whose company, The Teach At Home Mom, offers learning kits to families with young children. Huge Thank you's to other sponsors of the day: The Hotel Concord, HRKNSS Cowork, Eastern Bank, The Women's Impact Network, KW Metro Real Estate, the Concord Food Coop, Women Inspiring Women and the Center For Women and Enterprise. We look forward to having this event again in the future!

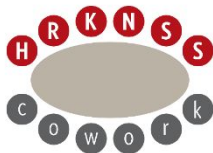


Workshops: In addition to business workshops, we have offered classes in CAD programs, 3-d printing, lathe operation and a variety of craft. Additional workshops will be developed as virtual learning opportunities are realized and back in-person as soon as feasible.

Sponsors and Grantors



Partners



Supporters

The Hotel Concord	Jcook Workforce Solutions
New Hampshire Technical Institute	Twiggs Gallery
Women's Impact Network	Small Business Development Center
Dominos Pizza	SCORE NH
Eastern Bank	KW Metro Real Estate
Concord Food Coop	Marketplace New England
	Developmental Disabilities Council

Current Financials

The ongoing COVID-19 pandemic presents some financial challenges for Making Matters NH. The organization is experiencing decreased income from new membership sales due to its current closure and will face some challenges in meeting sponsorship projections. Fortunately, Making Matters NH being completely volunteer, has low overhead and administrative costs, putting it in a good position to navigate the current situation.

Income: Since its launch, Making Matters NH has leveraged income streams to support initial building and equipment costs and income to support operations. Our main sources of initial income were grants and fundraising.

Income (5/20/20)
Grants: \$51,025
Fundraising: \$10,106.51
Membership: \$4,4683.50
Programming: \$3,911.23
Rentals: 1,140.75
Total Cash Income: \$70,651.99
In-Kind Donations: \$9,875

Grantors
USDA Rural Development: \$24,025
NH Charitable Foundation: \$11,000
Capital Regional Development Council: \$10,000
NH Women's Foundation: \$5,000

Expenses: Making Matters NH's initial expenses were primarily to renovate its new building and purchase new equipment to outfit labs and workspaces. These expenses were primarily grant funded. The organization's main administrative expenses are rent, utilities, and insurance.

Expenses (5/20/20)
Building Improvements: \$21,782.83
Equipment: \$21,491.81
Administrative: \$12,009.77
Programming: \$4,599.08
Total Expenses: \$59,883.49

Balance Sheet Summary: Making Matters NH's Merrimack County Savings Bank (MCSB) checking account is the main account to support makerspace operations and expenses and has a balance of \$11,350.55. The Eastern Bank checking account supports expenses around the organization's women's entrepreneurship initiative such as scholarships, and has a balance of \$1,350.

Balance Sheet (5/20/20)	
Assets	
MCSB Checking Account:	\$11,350.55
Eastern Checking Account:	\$1,350
Grants Receivable:	\$2,402.50
Fixed Assets:	\$31,122.83
Liabilities	
Accounts Payable:	\$4,344

Pending Grants: We currently have two pending grant requests to the New Hampshire Community Development Finance Authority (CDFA) and USDA Rural Development. A \$137,193 tax credit request to the NH CDFA would fund new equipment purchases including 3D printers that handle more materials, CNC router, long arm quilting machine, long arm embroidery machine, a paint booth, welding equipment, and more. This funding would also support the purchase and fit up for a food truck to serve as an incubator for new and emerging restaurants.

A \$30,000 grant request to USDA Rural Development would fund the fit up and purchase of equipment for a fully outfitted classroom and conference room, as well as technology and equipment to support the coworking and shared workspace portion of Making Matters NH.

COVID-19 Funding Opportunities: Making Matters NH is closely following funding opportunities available at the federal level, through the CARES Act, and funding available at the state level for nonprofits. These emergency funding sources would allow Making Matters NH to meet its obligations given the current decrease in revenue due to its closure.

Fundraising: Making Matters NH looks to both individual and corporate donors to support the purchase of new equipment, scholarships, workshops and events, and other key initiatives. If you have local businesses that would benefit from supporting Making Matters NH and its mission, please connect us. To support its 2020 initiatives, Making Matters NH plans to participate in **NH Gives**, an annual fundraising event that takes place on June 9th and 10th. This is a great opportunity to reach new members of the community, potential members, and donors. We look to our members and community

partners to help share social media posts and spread the word to your connections so we can continue to grow.

Vision for future

Artist-in-Residence: This spring we unveiled an initiative to support two local artists. The residency will begin July 1 (pending restrictions) and offer each artist a membership and studio space. The resident artists will offer education and energy to the space and we will help them progress in their creative enterprise. Applications closed May 15th and selections for our first round will be announced soon!

Virtual Learning: As we adjust to the new normal we plan to continue to grow our virtual learning opportunities. Through targeted video content and live virtual workshops, we can not only serve our membership and local community, but team with partners to deliver content to a much larger population. We have started working with other makerspaces and educational partners to cross promote content. It is our intent to continue this effort even when we can meet together in person in order to deliver learning opportunities to under-served and our rural communities.

COVID-19 Response: Makerspaces throughout New Hampshire have worked to provide personal protective equipment to front-line workers. Although we did not have the resources to be constructing face shields, several of our members jumped in both at Making Matters and with their own personal equipment to use the 3-d printer and laser cutters to fabricate these handy devices we are calling ear-savers. To date, we have distributed hundreds to healthcare and long-term care workers, educators and even a few grocery store employees. If you have had to wear a mask for any length of time- you will understand how much more comfortable these will make you. We have also been working with the group Mask Makers of Concord to distribute them with their deliveries. So far, we have sent ear-savers throughout NH, to New York, Connecticut, Florida, Massachusetts and even as far as the Navajo Nation!



Re-opening plan:

We are working with the Governor's Task Force, the Bureau of Economic Affairs, Greater Concord Chamber of Commerce, the Small Business Development Center, and the State Council of the Arts to craft a re-opening plan. Our plan will follow CDC guidance as well as applicable recommendations from the NH Department of Health and Human Services and the Task Force. The plan will limit access to members by a reservation system and incorporate masks, social distancing and sanitizing recommendations. Before given access, members will sign an addendum to their standard agreement that they agree to abide to the new policies and procedures. The plan will adjust as needed to respond to our community's changing needs and guidance from the CDC that will help mitigate risk for all of us. Access to the space to the general public will continue to be limited until further guidance is issued about gatherings. We hope to be able to offer outdoor events as soon as allowed.

Making Matters' success depends on our volunteers!

With the exception of a few contractors that helped with the fit-up work that required licensing, the work of making Making Matters has been the effort of volunteers. We would like to thank our members, donors, resource managers and especially, our founding Board of Directors. Some folks came for a few hours to help wash the windows on cleanup day and many have given tirelessly for years to bring this dream to fruition.

Our next steps depend on expanding that community. Here are some categories of volunteer opportunities:

Fundraising:

- Recruiting corporate sponsors and individual donors
- Grant writing
- Help with event planning and campaigns

Teaching:

- Helping members get trained and checked out on safety protocols
- Video Classes (or help curate list of recommended existing tutorials)
- Developing instructions and how-tos for projects
- Delivering classes, both in-person and virtually. We use a revenue/tuition sharing model for instructors



Infrastructure:

- Improving, maintaining and deploying equipment and shop resources.
- Landscaping maintenance and planting of gardens
- General and specialized cleaning- especially during our co-vid response protocols

Outreach and Marketing:

- Write posts and help us share content on other sites. If you love platforms beyond Facebook- we need you!
- Write a guest blog post
- Help us develop promotional videos and curate content for our media.
- Help give tours at open houses (members)
- Spend a few hours as a spokesperson at community events where we have a table (or demo equipment or a craft)
- Share our posts with your friends, or get them to join!
- Distribute posters and cards in public spaces

If you have a talent that you would like to offer- we want to talk to you!

If you have read this far, thank you for your attention. We have had an amazing two years and the future, although challenging, is limited only by our imaginations. Making Matters is a true community effort.

Please support this work by joining, sharing, donating, and becoming a cheerleader for creative enterprise!

More information including membership, sponsor and donation information is always available on our website at www.makingmattersnh.org

Submitted May 21, 2020