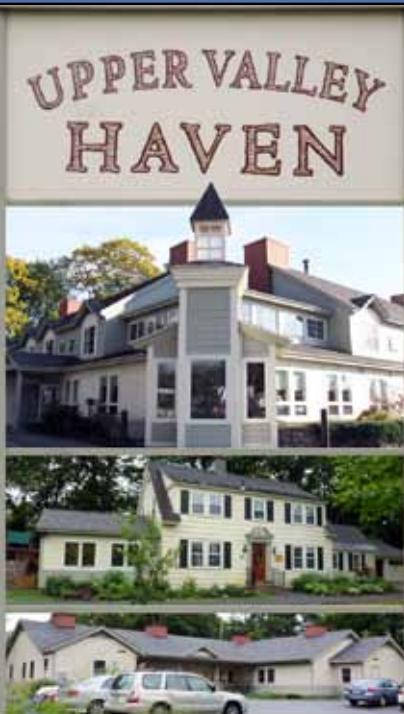


THE HAVEN HERALD

Summer 2014

UPPER VALLEY HAVEN • 713 HARTFORD AVE. • WHITE RIVER JUNCTION, VT 05001
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WEAVING THE FABRIC OF THE HAVEN



PARTNERS: The Warp: Those struggling with poverty in the Upper Valley

The Weft: The staff and volunteers of the Haven, and our community allies in service
(In weaving, the weft is the term for the thread or yarn which is drawn through the warp yarns to create cloth.)

GOAL: The mission of the Haven is to serve people struggling with poverty by providing food, shelter, education, clothing and support. In previous newsletters we have tried to communicate how the citizens of the Upper Valley sustain this service through volunteering of time and talent, and donating of food, clothing and funds. The goal of this newsletter is to create a view into other aspects of the fabric woven by the community.

PERSPECTIVE: *"In a world where we all often struggle with finding 'the right door' to access the services that we need, it has been an important value at the Haven to make sure that our systems do not make life harder for the people we are committed to serving. Each of us has a personal story of poor communication among health care providers; many of us know what it is like to have to go to three different places before finding an answer to a simple problem. Our goal is to protect and reinforce the fabric of those whose lives and spirits are stretched, frayed or torn. As with everything that happens at the Haven, we turn to the community to weave a tapestry of resource and opportunity that we cannot manage alone. We are again and again rewarded by the understanding and energy of others who are willing to bring their threads and tools to create a stronger fabric than any of us could achieve alone. We have not included all of our partnerships, but have chosen to share ones that might not be visible to those of you who are not here with us daily. It is my hope you will enjoy this closer look at the fabric of the Haven." — Sara Kobylenski*

CHILDREN'S FINANCIAL LITERACY

PARTNERS: Kim Foster — Haven Children's Services Coordinator

Upper Valley businesses and groups focused on financial sustainability and children's success

GOAL: To teach children the basic foundations of money management, banking and creating savings goals through accessible, real-life applications which help them develop responsible practices for their future.

With financial support from The Canaday Trust, the Haven's Afterschool Program provides students with chances to earn "Haven cash" by completing homework and meeting behavior expectations which are based on their choices regarding the core principles of respect, communication, safety and health/cleanliness. A student has the potential of earning 2 "Haven dollars" per day, five days per week; \$1 for homework completion and another for positive behavior. And, reinforcing a real-life principle, students do not earn Haven cash for days they are not present. On Fridays the group focuses on banking. Each student has a binder that contains their account balance, weekly reconciliation sheets and Haven cash. Once students have logged in their revenue, they focus on paying their "S taxes" for staff, supplies and snacks; because taxes are a way of contributing together to pay for what the



whole community needs. There are different ways students can spend their money. An immediate option is a visit the "Haven Store", where items are priced from \$1 to \$30. An intermediate opportunity is to sign up for field trips that students need to "pay" for using Haven cash. Finally, there is a once-per-year auction on the last day of school where students can buy baskets with goodies that usually relate to particular themes. Knowing that these three levels of choice exist, it is necessary for students to plan and consider the current resources they have, future opportunities to earn and spend money, and the best way to budget to meet their needs.

PERSPECTIVE: *"I earn Haven cash every day when I listen, do what I am asked, and do my homework. Before I go to the store, I check to see how much money I have and if I have enough money to buy the things I want. Right now I'm trying to save up for the field trip at the end of the year." — Amanda*

GETTING AHEAD IN A JUST-GETTIN' BY WORLD

PARTNERS: Faith DuBois — Haven Shelter Staff & Getting Ahead Instructor
Upper Valley Turning Point, White River Junction, VT

GOAL: To provide a safe, agenda-free learning environment where adults in poverty can analyze their lives and make plans for building personal and family resources.

Twice a week for nine weeks Faith DuBois leads a Getting Ahead Program with five to eight shelter guest participants. The program and workbook, created by Phil DeVol using Ruby Payne's Bridges Out of Poverty as the framework, teaches those in poverty how to build economic stability. Participants become co-investigators of the issues surrounding poverty and develop a personal plan for moving out of poverty. Participants learn to use hidden rules of class to develop their "future stories" and build the financial, emotional and social resources necessary for self-sufficiency. With support from the Couch Family Foundation, the Haven has been providing this program two to three times per year since 2011, and most recently began a weekly aftercare group, Forward Bound, where graduates can support each other in reaching their SMART goals developed in the program. In a new partnership the Haven has most recently begun work with Upper Valley Turning Point to bring Getting Ahead to participants in a recovery program. This is the first time in the nation.



PERSPECTIVE: *"The Getting Ahead class has been an eye-opening experience. I realized how much money I spend on a daily basis. I used to buy cigarettes, gum, eat out, etc. Now before I buy things, I think 'wait a minute, do I need this?' The class has taught me to focus my time on being productive, not to beat myself up, and to think about my future."* — Leo, Hixon House Shelter Guest

MENTAL HEALTH SCREENING & SUPPORT

PARTNERS:

Caroline Swaney — Haven Shelter Case Manager
Donna Nestle — Case Manager at Health Care & Rehabilitation Services (HCRS), pictured

GOAL: To provide screening for mental health issues experienced by adult Haven shelter guests; and to identify needs and subsequent resources for treatment and/or rehabilitation.



PERSPECTIVES: *"Coming to the Haven twice a week allows us to streamline the process for these individuals and get them connected quickly to the resources they need... It works both ways. If someone comes through our door and doesn't have a place to stay, we call the Haven and work together to get them into the shelter quickly."* — Donna Nestle

"Donna is friendly and approachable... Our guests feel comfortable talking to her about what they need." — Caroline Swaney

SERVICE LEARNING AT DARTMOUTH COLLEGE

PARTNERS:

Renée Weeks — Haven Director of Shelter and Clinical Services
Jennifer Fontaine — Haven Director of Community Services & Operations

Kim Foster — Haven Children's Services Coordinator
Amber Johnston — Haven Volunteer Services Coordinator
Numerous Dartmouth College professors, students from the Tucker Foundation at Dartmouth; Geisel School of Medicine; Thayer School; The Dartmouth Institute and Tuck School of Business (Dartmouth's Project RightChoice pictured below)



GOAL: For Dartmouth faculty and students to develop and implement solutions to challenges at the Haven.

Faculty from many departments and schools at Dartmouth have built real life questions from the Haven into classroom assignments. The results are lasting and meaningful improvements to the Haven. When a need emerges, the Haven contacts the Tucker Foundation where staff identify faculty with courses that might be relevant. Some of the outcomes include the present flow function for the main floor of the Byrne Building; evaluation of the Getting Ahead in a Just Gettin' by World Program; design, construction and installation of children's play structures; evaluation and correction of soil erosion issues; design and installation of IT security; research on best practices for the operation of shelters; and design and implementation of a nutrition and cooking program for children.

PERSPECTIVE: *"Our students learn... that those who find themselves needing the resources are people just like they are, with rich experiences and stories and aspirations. We rely on the Haven to teach some of the most valuable lessons Dartmouth students will learn."* — Helen Damon-Moore, Tucker Foundation

PET FOSTERING

PARTNERS:

Nancy Griffin — Haven Community Services Case Manager
 Emily Curtis — Haven Administrative Coordinator
 Spencer Marvin — Field Services Manager at the Upper Valley Humane Society (UVHS)

GOAL: To help those going into emergency shelter find temporary foster housing for their pet(s); and to help those in poverty provide basic necessities for their pets.

When a bed became available for Jenny at our Hixon House Adult Shelter, Jenny's dog Rio had no place to go. In circumstances like this Nancy Griffin, Jenny's Haven Case Manager, and an animal enthusiast at heart, wastes no time in finding temporary solutions for pets in need. She enlisted co-worker Emily Curtis' help, who contacted Spencer Marvin at UVHS to set up a two-week emergency stay for Rio while Nancy networked within the community for a home that could foster the dog for a few months. After two weeks at UVHS, and two months with a foster family, Jenny and Rio were reunited and are now living together again in Jenny's new rental apartment. Additionally, to support those who cannot afford adequate pet food, Emily picks up supplies from Meals for Paws once per month for the Haven's Food Shelf; and UVHS also helps her find sources for pet food when resources are tight.

PERSPECTIVE: "Pets are beneficial to our health; they offer companionship like no other. When you are already in trying times because of your situation, it can be even more difficult to get help and take care of your pet. My heart goes out to those people. I've fostered a few pets for guests staying at the shelter until they've been able to move into permanent housing. People have told me that they'd rather sleep in their car before giving up their pets."
 — Emily Curtis (pictured on left with Nancy Griffin)
 Are you interested in fostering a pet? Contact Nancy Griffin at 802-478-1808 or ngriffin@uppervalleyhaven.org.



ORAL HEALTH SCREENING

PARTNERS:

Mimi Murray-Eastman — Haven Shelter Staff
 Nancy B. DuMont, M.S. — Director, Dept. of Community Health at Alice Peck Day Memorial Hospital (APD)
 Mary C. Davis, RDH — Public Health Dental Hygienist, APD Upper Valley Smiles Dental Program

GOAL: To provide oral health education for children and parents, as well as preventative care and early identification of possible oral health issues for the children.

Four or five times a year, Mary Davis has come to the Haven to see children living in our Byrne Family Shelter, and those we serve in the community, to provide a fun and positive early dental experience. Using a dental chair and the standard instruments, she exams the children's teeth, charts them, and notes if there is any evidence of decay or other dental concerns. She then performs a light cleaning followed by a fluoride treatment. If a child needs a deeper cleaning, or has decay that needs to be addressed, she notifies Nancy and Mimi of the need for a referral to a local provider. Mary (pictured) spends a considerable amount of time with parents educating them on how to guide their kids to brush and floss effectively. At the end of each visit she sends the children away with a toothbrush, floss, and a bag filled with oral health-related goodies.



PERSPECTIVES: "I tried to get appointments at five different dentist's offices for my children, and the earliest appointments I could get were three months out. It was really convenient to have the appointments at the Haven; I didn't have to worry about finding transportation." — Eden

"The relationships the Haven case managers have with the families are the key to successful referrals and follow-through, and ultimately to better oral health for the children!" — Nancy DuMont

HEALTH ASSESSMENT & EDUCATION

PARTNERS:

Renée Weeks — Haven Director of Shelter and Clinical Services
 Ceil Furlong — Nurse Case Manager at Good Neighbor Health Clinic
 Dr. Peter Mason, M.D. — Assistant Professor of Community and Family Medicine at Geisel School of Medicine, Dartmouth College and recently retired family practitioner at Alice Peck Day (pictured below center)
 Jose Porras (pictured below left) and Escar Kusema — Geisel School of Medicine Class of 2017, Albert Schweitzer Fellowship 2014-2015

GOAL: To provide health screening and care to adult Haven guests; and to educate patients about their individual health issues or concerns.

Dr. Mason and two medical students come to the Haven every other Thursday to conduct health assessments of new guests at our two shelters. On the second Thursday of every month, Jose, Escar and Dr. Mason have dinner with the adult Haven guests before seeing patients. Shelter guests, referred by a case manager, meet first with Escar or Jose to gather their primary care provider information, basic medical history and healthcare needs or concerns. The group then meets with Dr. Mason for further assessment and consultation so that the Haven shelter guest leaves with a better understanding of particular diagnoses and a plan for follow-up support and treatment. If there are guests who do not have health insurance and/or have acute health concerns, Ceil Furlong contacts the guests after their visit to facilitate referrals to Good Neighbor Clinic.



PERSPECTIVE: "Although many of the individuals we see at the Haven have access to some form of healthcare, many do not fully understand the diagnoses, the prescribed medications, the impact a particular illness has on their body and, how to manage their care. We consult with these individuals on their healthcare problems to help them better understand existing diagnoses." — Escar Kusema

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LEGAL COUNSELING & REPRESENTATION

PARTNERS: Haven Case Management Team led by Renée Weeks, Director of Shelter and Clinical Services

Jim May, Margaret Barry (pictured below), Alex Banks, Erin Jacobson & Vermont Law School (VLS) students at the South Royalton Legal Clinic

Alden Fiertz — supporter of both VLS and the Haven in memory of Beverly Fowle Fiertz, Esq.

GOAL: To provide consultation on civil and family legal issues complicating the lives of both Haven shelter guests and community members using Haven case management services, so as to remove barriers to financial stability and permanent housing; and also to provide formal legal representation when needed and possible.

On a regular basis Haven Case Managers encounter situations in which a person's legal rights appear to have been violated; or an individual is facing complexities in the legal system that are hard for both the person and the Haven staff to sort out. A process with the Clinic occurs, from which education, information, strategy, and possibly representation will evolve. The Haven Case Manager can contact the intake staff member at the South Royalton Legal Clinic, and then one of the staff attorneys, usually assisted by a law student, will consult on the situation. Often this process will involve the legal team coming to the Haven to meet with the person in need at Bev's House or at Ives Library. Education is always provided, and the lawyers often map out steps to take or strategies to follow. Also, when needed and possible, legal representation of the individual is arranged. For each situation the Haven Case Manager and attorney work together to organize a follow-up plan that best responds to the needs of the individual. In turn, the Clinic can send its existing clients to the Haven for services that will help them and/or address requirements set by a Court.



PERSPECTIVE: "The Haven not only provided me resources to get on my feet when I moved to the area, they worked with the Vermont Law School to help me get a more substantial visitation schedule with my son. I'm so grateful for their presence in our community." — Michael W.

MUD BALL: GREAT GATSBY

This year's Mud Ball committee surpassed last year's total by raising \$40,000 for the Haven's Children's Program in "Great Gatsby" style! Thank you to the attendees and sponsors for supporting the children of the Haven and our mission. Special thanks to the 2014 Mud Ball Committee members Lindsay Koenig, Hulda Magnadottir, Amy Mitson,



Sarah Sinclair, Sara Vargo, Leah McLaughry, Lacie Escott, Catherine Pyfer and Katy Newland for organizing a wildly successful and creative Mud Ball at Hanover Inn!

CHEFS OF THE VALLEY

More than 350 "foodies" attended our 8th Annual Chefs of the Valley with more than 25 Chefs from local restaurants and bakeries, four wine and beverage companies and a live band! Thanks to all who donated their time and resources to help raise \$42,000 for the Haven's Programs; the most raised in the gala's history!



Hope you can join us for next year's event on Sunday, May 3rd, 2015 at the Quechee Club to enjoy award-winning cuisine and to support the Haven.