



Upper Valley Haven

SUMMER
2023

Donor Impact Report

DONORS & STAFF: UNITED BY FRIENDSHIP, ENACTING REAL CHANGE!

"I have great compassion for souls who have fallen on hard times," says Upper Valley Haven donor of 20 years, Ames Byrd. "Sometimes, for various reasons, people can slip through the cracks."

"My father was a lost soul. He may have had a missed diagnosis, and he struggled to function in this world," Ames says. "It is so important for people like him to know that someone cares."

Gwen Williams cares.

Gwen, a Community Service Coordinator at the Haven since 2016, brings a compassionate practicality to her work. She cares deeply about the people who count on the Haven and is always ready with a warm smile, gentle words, and a firm stance when needed.

Ames and Gwen first connected three years ago, when he showed a particular interest in the quiet but significant work the Haven does for unhoused individuals in the Upper Valley.

Since then, there have been many coffee conversations between the two friends about a wide range of topics. Most

recently, their talks have focused on the end of the pandemic-era Emergency Hotel Housing Program—and how with his support, the Haven's Housing Navigator and Community Service Coordinator teams are working tirelessly to help the 60 households in our area who are facing imminent loss of shelter.

Ames' generosity—along with yours and that of other caring community members—will enable the Haven to guide individuals and families as they apply for other housing assistance, provide funding to expand motel stays or car repairs, pay moving expenses, and provide supplies for those who will turn to camping or living in cars, and partner with other Upper Valley organizations to offer expertise and resources to anyone in search of help.



Ames and Gwen

"I've found Gwen and every member of the Haven staff to be very caring and supportive of anyone who comes through their doors," says Ames. "There is no better way for me to give back to my community than donating to the Haven and enabling them to turn their ideas into lifesaving support systems for souls like my father."

Something special happens when donors like you connect with the Haven—momentum builds, inspiration is born, and real change takes place to better our community. **Thank you!**



How you're helping more neighbors at the Food Shelf

Thank you for making the Haven's Food Shelf one of our most valuable and successful resources for your neighbors in need!

Providing food for approximately **3,000 households annually**, including perishable and non-perishable food, personal care items, pet food, household necessities, and more, it's no wonder we've outgrown our current set up. In recent months we have averaged nearly 90 households a day coming for food assistance—our highest levels ever!

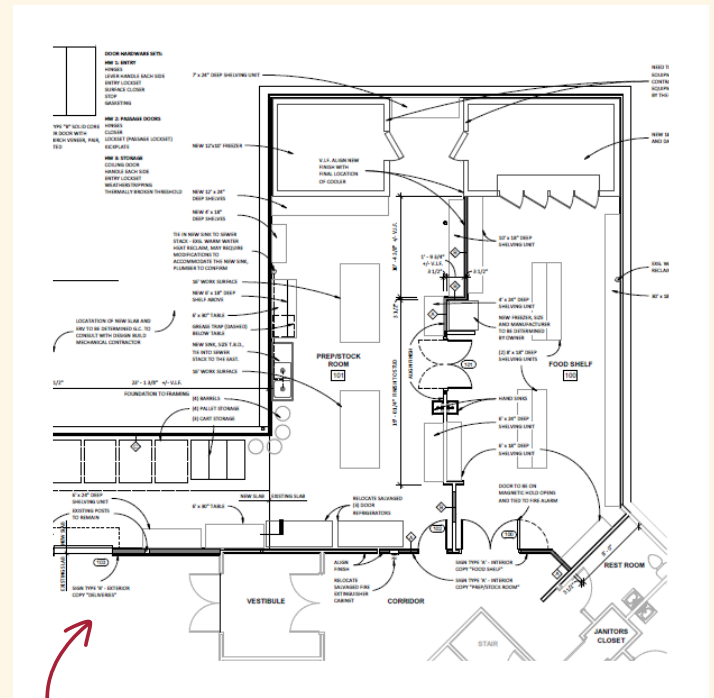
This summer, a total renovation of the Food

Shelf will begin—thanks to the generous support of some special friends.

Designed by Barrett Architecture and Studio Nexus of White River Junction, the renovation will include upgraded equipment, improved access, and more space for food preparation and storage. It is a monumental occasion well worth celebrating!

Meanwhile, all our currently offered food services will continue uninterrupted throughout the summer at a temporary location at 608 North Main Street in White River Junction.

We can't wait to share updates and the final



We've got big plans for the Haven's Food Shelf!

renovation reveal with you. Thank you for making it possible to better serve more people

in the Upper Valley who rely on your generosity to nourish themselves and their families!



Tom's long journey toward home...

Once you read Tom Brown's story, you'll truly admire his motto: "Never give up."

Tom was living the good life—a Navy veteran, working a job he loved in the dining hall at Norwich University, family who loved him very much.

Little did he know, a brain tumor—though benign—had been slowly growing since an accident in his childhood. He unknowingly suffered a stroke and had to leave his job at the University after a significant change in his behavior. He moved home to New Jersey to be with his mother and sister, all the while leaving doctors baffled with his condition.

After months of uncertainty, a doctor at New York University finally found Tom's brain tumor, established that he had had a stroke, and brought him in for surgery right away.

But his journey wasn't over yet. By the time he was ready to leave

the hospital, Tom's mother had passed away and all her possessions in storage were removed since no one was paying the bill. He spent the two years following surgery in rehabilitation, learning how to walk and talk again and regaining his memory.

Tom returned to Vermont, homeless, fragile, and lost. For a few weeks, he lived in a tent in his friend's backyard until they were able to secure temporary housing in a motel through the COVID-19 emergency housing program. Living there was difficult due to the chaotic environment. Tom tried to focus on tending a small garden and bettering his situation.

Throughout this long and challenging journey, Tom never gave up because he had strength, willpower, **and through the Haven, the support of friends like you.**

At last, Tom's life was about to change. He connected with Haven Community Service Coordinator, Katie, just before the motel housing program was coming to an end.

Katie visited him at the motel to check on him and his cat, Mookie, help him fill out

applications and paperwork, and joined forces with the Veterans Affairs Hospital to find Tom permanent housing.

When he heard the words "we have an apartment for you," Tom could finally see a bright end to his long journey.

Today, Tom and Mookie are settled into their apartment. Close to the Haven, he can easily stop by the Food Shelf and utilize other Haven services. Katie continues to check in on the duo, assisting Tom so that he can stay housed.

Your support of the Haven means that we can step in when neighbors like Tom need us most. Without you, Katie and our staff simply would not have the resources needed to lend the caring, compassionate hand so many in the Upper Valley need.

Tom is so grateful to live in a place where neighbors care so deeply for one another and want to uplift and empower others out of the goodness of their hearts. Thank you!

...thanks to you!



SPOTLIGHT ON VOLUNTEERS

Meet Anne!

One smiling face you will see at the Haven belongs to Anne, a retired English as a Second Language (ESL) teacher who has traveled the world teaching non-native English speakers the language. She has a passion for working with children and helping those living in challenging home situations. After being introduced to the Haven in 2016, Anne fell in love with our work. She has been a devoted Thursday volunteer ever since and recently joined our staff-led Diversity, Equity, and Inclusion committee to get more involved.

We are so grateful to Anne and all our loyal volunteers! They allow us to make a deeper impact in the Upper Valley with their selfless gifts of time and talent!

To learn more about becoming a volunteer, visit our website at uppervalleyhaven.org/volunteer or call Matt, our Volunteer Coordinator, at 802-478-1865.



What's cooking?

During the pandemic, King Arthur Baking graciously provided the Haven with two years of virtual baking classes followed by one year of in-person instruction in a Haven kitchen.

It was finally time to see what the kids in the Children's Program could cook up! Welcoming them into the classroom kitchen at King Arthur, the kids made a dozen biscuits each, tasted King Arthur's brownies, and learned all about baking equipment. *Bon appétit!*

“I give because the Upper Valley is my home.”

Devin Wilkie is a valued member of the Upper Valley community.

From leading the Lebanon Democratic Committee to organizing and facilitating a monthly gathering for local writers, to serving as a Lebanon City Councilor where he sits on the Advance Transit Board of Directors and the Diversity, Equity & Inclusion Commission, Devin is engaged and active in our community.

His commitment to the Upper Valley started when he was growing up in Cornish, NH. Devin’s family was what he describes as “relatively poor.”

The Wilkies got by and had enough to eat, but not much more. ***What they always had was room in their home for anyone who needed a place to sleep or to get away from home.***

“Making room at our table was an essential part of my family,” Devin recalls. Because they didn’t have the means for philanthropy, it was how they took care of their friends and neighbors.

As he grew up, Devin expected to eventually leave the Upper Valley and move to New York City. But after graduating from Colby-Sawyer College, his internship at Hanover’s Steerforth Press became a full-time job opportunity.

He is so glad he stayed. More than a decade later, Devin resides in Lebanon, NH, and has grown within Steerforth. He is deeply committed to making his community a better place through his involvement in local government and organizations that improve the lives of people like him, who call the Upper Valley home.

And now, Devin is in a place where he can also give back to his community through philanthropy. He made his first donation to the Haven after his work made him more aware of the crisis of unhoused individuals in our area.

When the Haven partnered with FreeWill in 2021,



Devin realized how he could make an even bigger impact in the Upper Valley.

“I didn’t even realize that I could make a donation through my will,” Devin says of including a bequest to the Haven in his legacy plans. “It hadn’t occurred to me that I might have something to give when I am gone.”

We often think that planned giving is for seniors only, but at any age, leaving a legacy donation to the Haven ensures we can continue to provide programming for our most vulnerable community members in the future—and in your name.

“I may even go back to my will and increase my donation to the Haven in support of their Shelter Services,” Devin says. No doubt the work we do reminds him of his childhood home, open and welcome to any neighbor in need.

We are so grateful to Devin and to all our donors—of all ages—who include a most generous gift in their estate plans. For more information about the **Feeney Legacy Circle** or including the Haven in your planned giving, please contact Director of Development, Laura Gillespie, at laura@uppervalleyhaven.org or by calling 802-478-1803.

HOW YOU'RE HELPING NEIGHBORS IN THE UPPER VALLEY!

2023 has been a busy year so far at the Haven—with no shortage of demand for our compassionate services. **In just four months, friends like you help:**



PROVIDE SHELTER

22 families found new housing!

34 households retained their housing!

22 families (including 11 children) and **28 adults** received safe shelter at Hixon House and Byrne!



FEED & NOURISH

1,593 households totaling **4,367 people** (including **1,277 children**) had food on the table thanks to the Food Shelf and other Haven food services!



SUPPORT & COMFORT

205 households found comfort in Community Service Coordination—with resources and advocacy for housing, employment, transportation, health services, and more!



Thank you for always showing up!

Tremendous thanks to all who participated in the June 4th Covered Bridges Half Marathon on behalf of Team Haven. These team members run 13.1 miles **and** fundraise in support of our work. We are grateful for the time they trained this spring and for their generous funding.

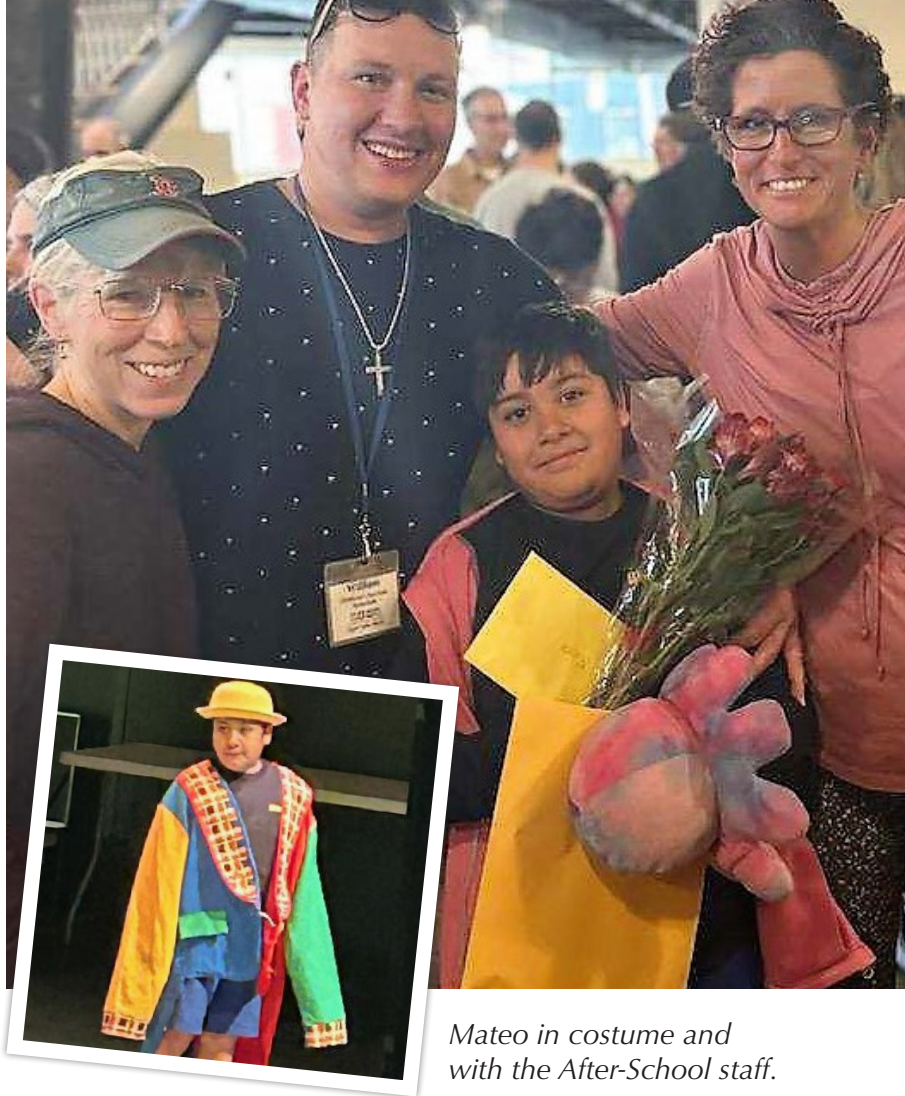
Bravo! A Standing Ovation for Mateo!

Haven After-School Program participant Mateo was recently part of a showstopping performance of Shakespeare's *Twelfth Night*.

The play was put on by the Dothan Brook School's fourth grade class at Northern Stage in White River Junction—and there were some familiar faces in the audience!

After-School Program staff Nancy McNally, Will Henne, and Kelly Burton were there to cheer Mateo on as he recited line after line of challenging dialogue in his theatrical debut.

We are so proud to have witnessed an extraordinary performance by Mateo and his classmates. Bravo!



Mateo in costume and with the After-School staff.

SAVE THE DATE!

Tee off for a great cause! The Windsor County Board of Realtors will host its second annual Charity Golf Tournament on Monday, September 18, 2023 at the Woodstock Inn & Resort. Play the course or join the crowd as we come together for competitive fun that benefits the Haven and COVER. **For more information or to register, please visit wcbrgolf.com.**

HOSTED BY

Windsor County
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BENEFITING



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Fiscal Year 2023 Finances

(April 1, 2022, to March 31, 2023)

These charts represent the preliminary financial report for the fiscal year ending 3/31/23. The final audited financial results will be available this summer.

Community Orgs

0.8%

Other Income

1%

Individual Giving

38.4%

Businesses

4.5%

Government

13.4%

Foundations

17.0%

In-Kind Food Donations

23.4%

**TOTAL
INCOME**
\$6,719,770

Volunteer Services

1.7%

Children's Services

3.3%

Food Services incl. In-Kind Food Donations

36.7%

Management & Administration

18.1%

Depreciation & Non-Operating

6.9%

Fundraising

8.1%

Shelter

10%

Supportive Housing & Community Services

15.1%

**TOTAL
EXPENSES**
\$6,319,770



*For further information, to give a gift by phone, or make a gift
of stock, contact Laura Gillespie, Director of Development &
Communications, at (802) 478-1803 or laura@uppervalleyhaven.org*