



Upper Valley Haven

SUMMER
2024

Donor Impact Report

FROM MICHAEL

The Haven's accomplishments are YOUR accomplishments!

Friends, I'm excited to share with you this expanded impact report filled with the Upper Valley Haven's recent accomplishments and successes.

While our Food Shelf never missed a beat during COVID with a switch to curbside shopping, and the move to a temporary location during the total renovation, it's great to be able to offer personal shopping again inside now that the renovations are complete. And what a fantastic new facility!

Recognizing the need for supported housing and the end of the Vermont motel program, the Haven has made affordable housing with case management a priority. We've partnered with Twin Pines Housing Trust to offer permanent housing solutions under the guidance of our own Community Service Coordinators to better ensure our clients' success with independence.

Between the Riverwalk Apartments and the Mountainvale Apartments in White River Junction, eight more families and individuals will have a safe and affordable roof over their heads and access to the resources they need. Rent-ups are occurring now! And between January 1st and May 31st 2024 the Haven has helped twenty households



find permanent housing in the community.

Please know, these accomplishments are your accomplishments. Every person housed, every family who has food on their table, anyone who walks through our doors seeking help with childcare, employment, or finances has you to thank.

Your ongoing commitment is our future. In the coming months, we will be able to assess how many more people we can serve through the improved Food Shelf. And the new apartments at St. Paul's next door to the Haven will open this fall, offering 18 units to house chronically homeless adults under the support of Haven staff.

This winter we worked with the City of Lebanon to provide

overnight shelter to 53 guests from NH and VT. We hope to break ground this fall on a new shelter project at 608 North Main Street in WRJ that will provide emergency shelter, programming to help people find permanent housing, and a resource center staffed by Haven Community Service Coordinators.

The Haven's work isn't just important. It is essential. **We are so lucky to have you on our team.** Alongside a generous and caring community, you are empowering change one neighbor at a time.

Thank you endlessly.



Michael

Michael Redmond
Executive Director

Because of you, the Food Shelf is back and better than ever!

"This renovation elevates the level of service we can offer, makes the space safer and more efficient for everyone, and provides a welcoming, friendly atmosphere."

– Jennifer Fontaine, Director of Finance and Food Programs

June 17th was a busy and bustling day at the Haven. After operating for several months out of a temporary location in White River Junction during a massive renovation, the Haven's Food Shelf reopened for in-person shopping on our campus! Ninety-three households shopped in person on the opening day.

"This renovation elevates the level of service we can offer, makes the space safer and more efficient for everyone, and provides a welcoming, friendly atmosphere," says Jennifer Fontaine, Director

of Finance and Food Programs.

Your neighbors who rely on the Haven's Food Shelf for their pantry staples, fresh meats, fruits, and vegetables, dairy products, and even personal hygiene items now have market-style access to self-shopping.

"We are deeply grateful for our incredibly generous donors who allowed the Haven to make the changes needed," Jennifer continues. These changes include increased freezer and

cold storage space, better flow, and dedicated access for loading and unloading, all of which give staff and volunteers more capacity and space to provide access for our clients.

Thank you for your role in making these renovations possible, and providing families and individuals with the friendly, comfortable, and accessible Food Shelf experience they deserve!



Front Desk staff member Faith readies the opening day sign that the Food Shelf is open for business on the Haven's campus.



The morning team ready to re-open the Food Shelf on June 17th.



HERE'S WHAT YOUR NEIGHBORS NEED MOST!

FOOD

Tuna & Canned Chicken
Pasta & Pasta Sauce
Soups or Broths
Canned Fruit
Peanut Butter

CLOTHING & NECESSITIES

Sweatpants for all genders (M-3XL)
T-shirts for all genders (M-3XL)
Tarps, Tents, Sleeping pads

CHILDREN'S SUMMER PROGRAM NEEDS

SPF 30 Spray Sunscreen
Chapstick
Youth Swim Goggles
DEET-free bug spray
Kids & Small Adult Sized Sunglasses

YOUR IMPACT IN THE UPPER VALLEY

Thanks to you, the Haven is always available to serve more than 10,000 of your neighbors annually with kindness and compassion.



YOU DECREASED HUNGER

In April, the **Food Shelf** served **74 households** per day through **957 unique visits**. **104 new households** registered for the Food Shelf!



YOU WELCOMED NEIGHBORS INTO SHELTER

In the last year, **12 households** with **42 individuals** stayed in the Byrne shelter—21 of which were children! At Hixon House, **38 individuals** found safe, temporary housing.

The Lebanon Seasonal Winter Shelter, under the guidance of Haven staff, served **53 individuals** this past winter—**35** of whom are disabled, and **5** are veterans.



YOU EMPOWERED YOUR NEIGHBORS WITH RESOURCES

Through the Haven's Supportive Housing team, an average of **20 households per month** received support to remain permanently housed in our community.

90 households per month found compassionate help in outreach, case management, budgeting, housing and employment support, and referral services through the Haven's Community Service Coordinators.



YOU GAVE THE GIFT OF TIME

Haven volunteers donated more than **900 hours per month** in the Food Shelf and registration, the front desk, serving meals in Hixon House, preparing meals for the *Moms in Recovery Clinic*, and sprucing up our campus in the gardening program.

Beyond the Food Shelf:

How you help Sara bring food and trust to our community

“The person in front of me is not the last person I will see this hour, this day, or this week. We do as much as we can with what we have, but we always want to do more.”

When you enter the Haven’s Food Shelf, you see volunteers, shoppers, staff, and the always-smiling face of Food Programs Coordinator Sara Glennon.

What makes her smile? “The Haven puts as much care and support into the staff as they do for our clients in the community,” Sara says.

Sara oversees the distribution of food going into our community through many off-campus programs including Dartmouth Health’s Moms in Recovery Clinic, and emergency food bags for seven clinics at Dartmouth Health, Alice Peck Day, Cheshire Medical Center, and the food

pantry located in the Dartmouth Cancer Center.

“Our clients look forward to seeing us,” Sara says. “Over time, we establish trust and warm relationships. People come in initially not wanting to be in a place where they need help, but they are so glad to see us.”

Sara wants you to know that every cent of your generosity is important.

“The hardest part of the job is always wanting to say yes, grant every wish, answer every question,” she notes. “The person in front of me is not the last person I will see this hour, this day, or this week. We do as much as we can with

what we have, but we always want to do more.”

Sara is just one of many Haven employees who help turn your gifts into trusted relationships with those in our community who need them most. Thank you, Sara, and thank you to all our generous friends!



Team Haven Crosses the Finish Line!

Tremendous thanks to all who participated in the June 2nd Covered Bridges Half Marathon on behalf of Team Haven. The hard work and effort they put in all spring to train for the 13.1-mile race was no small feat—and to top it off, they raised more than \$30,000 for the Haven! Go Team!

A father-daughter reunion...



In 2022, Alex went through a challenging break up with his partner, a debilitating back condition that caused him to lose his job, and the theft of some of his savings. He was living in his car and desperate for help.

Having used the Food Shelf in the past, Alex turned to the Haven in crisis. After knowing more about his experience and goals, he was welcomed into a comfortable room at the Hixon adult shelter and began working with Hixon Shelter Service Coordinator Emily.

During this time, his young daughter, Hailey, lived with her mother. Although they stayed connected, Alex and Hailey missed each other dearly.

The next year, Alex gained sole custody of Hailey. **Thanks to the generosity of friends like you, father and daughter were able to move into the Byrne Family Shelter the day of their official reunion.** Hailey went to the Haven's After School Program each day.



Alex was motivated to double down in his search for a permanent home for him and Hailey. He continued to work with Emily, and after six months, Alex was approved by Twin Pines Housing for a two-bedroom apartment at The Village at Crafts Hill in West Lebanon.

The Haven partners with Twin Pines Housing to offer affordable, permanent housing solutions for families just like Alex's. He pays just 30% of his income for rent. Because of your commitment to helping your neighbors access the solutions they need, Alex and

Hailey's story had the best possible outcome.

In May of this year, father and daughter moved into their very own apartment. "Hailey has her own room and a door she can close when she is tired of dad," Alex jokes. With a voucher from the COVER store and a gift card from LISTEN, Alex was able to furnish their apartment.

"Hailey had her best friend over for a play date last week and she was so proud to be able to host," Alex says. She's looking forward to attending the Haven's full-day, four-week summer camp, swimming, hiking, boating, and taking field trips with new friends.

Alex and Hailey relish the space, privacy, and comfort of having a place to call home. Most importantly, they have each other. **Thank you for making this family's dream come true!**

...thanks to you!



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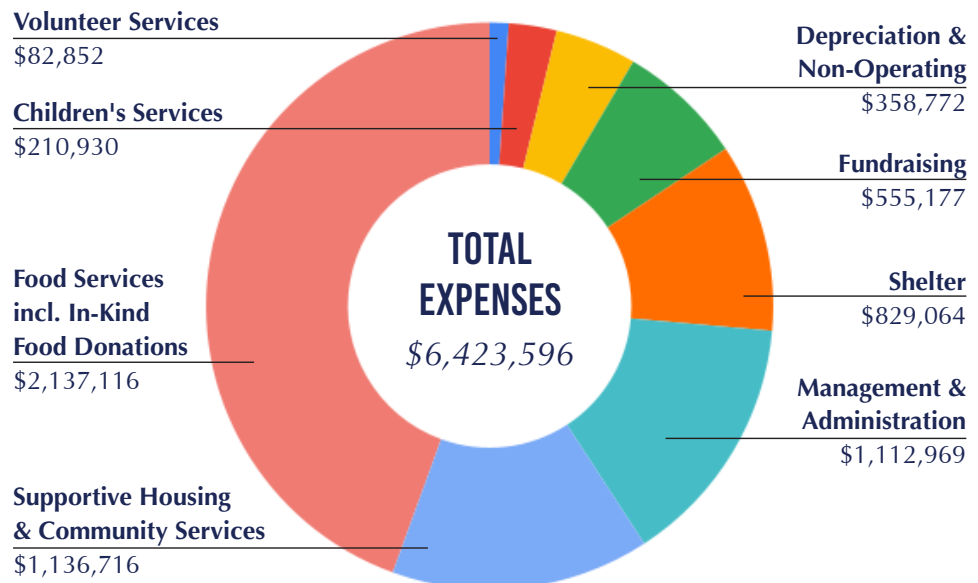
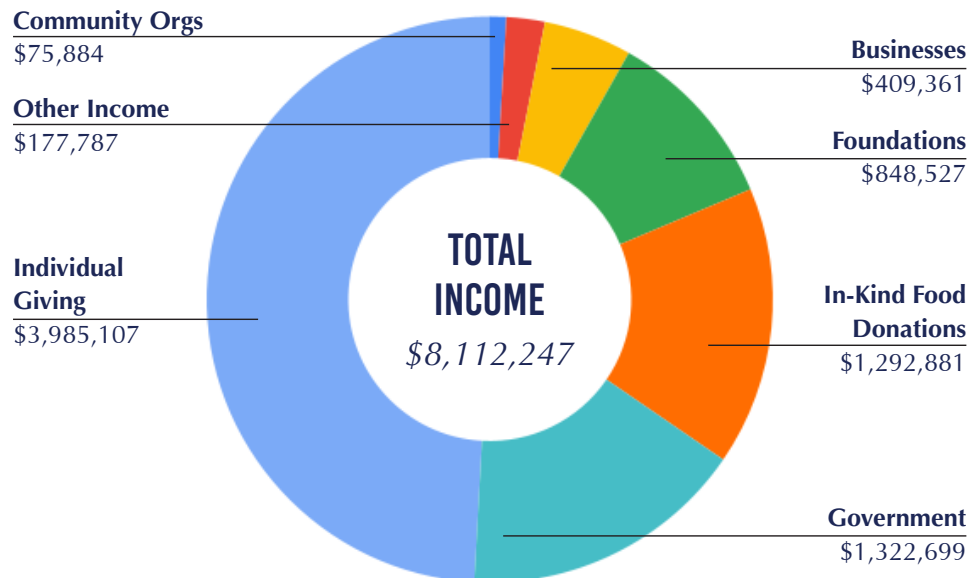
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Fiscal Year 2024 Finances

(April 1, 2023, to March 31, 2024)

These charts represent the preliminary financial report for the fiscal year ending 3/31/24. The final audited financial results will be available this summer.



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