



Upper Valley Haven

SUMMER
2026

Donor Impact Report

“Our external food programs are a critical part of how we reach more people experiencing food insecurity.”

Sara Glennon, Food Programs Manager at the Haven



YOU HELP THE HAVEN FIGHT FOOD INSECURITY

Did you know? Your gifts enable the Upper Valley Haven to provide food services far beyond our own shelters and Community Food Market.

Sara Glennon, Food Programs Manager at the Haven, understands the complexities behind food insecurity in the Upper Valley better than most. Because it is a rural community, limited shopping locations, income inequities, and transportation make it more difficult for people to access food.

See FOOD inside →

A note of thanks from our Executive Director

Dear Friends,

It's hard to believe it has only been seven months since I've joined the Upper Valley Haven as Executive Director. In this short time, continued inflation, skyrocketing fuel prices, and the ever-increasing need for our programs have made it more costly to provide food, housing, and community services.

But fortunately for us at the Haven and all the neighbors who rely on our services, we have reliable friends who make all our work possible—you, our donors.

Recently, we served over 130 households in the Community Food Market in a single day. The following day it was more than 120. My biggest takeaway is that people from all walks of life are experiencing hardships, some for the very first time. **I am so thankful for our staff, volunteers, and donors who keep our shelves stocked, doors open, and community members fed.**

I have been humbled day after day watching you all come together to lend a hand to vulnerable Upper Valley neighbors. Service Coordinators, Shelter Staff, and Children's Program Staff are fueled by your generosity as they work

alongside local organizations, medical staff, schools, housing providers, and many more to help our neighbors face immense challenges.

We are deeply grateful for your partnership. It is sometimes easy to become frustrated or defeated, but I am constantly impressed by the compassion, resiliency, and optimism that brings us all together.

Sincerely yours,



Will Towne,
Executive Director

Opening soon, thanks to your generosity!

Even more hope, stability, and safety are coming to the Upper Valley Haven's campus in White River Junction!

Thanks to incredible partnerships in our community and donors like you, we are excited to open the doors of the brand-new Patrick and Marcelle Leahy Shelter and Resource Center this fall.

The new, year-round shelter will replace the Lebanon Seasonal

Shelter, creating lasting impact on unhoused neighbors in the Upper Valley.

Gwen Williams, Shelter Supervisor, notes that "I know firsthand how difficult it is each April to close the doors in Lebanon while cold, wet weather still lingers and members of our community still need support. It reinforces how important it is to have a safe, stable place people can rely on no matter the season."

While the final touches are

made on the Leahy Center, the Haven is hard at work hiring staff and developing policies for the programs that will be offered there. Two current Haven team members, including Gwen, have already stepped into critical managerial roles for the Leahy Center.

Your support has made it all possible—and will continue to help the Leahy Center address the growing need in our community as a year-round, low-barrier place to find safe harbor, support from service coordinators, and a path toward stable housing.





The real thing!

Rendering



YOUR GIFTS EMPOWER OUR COMMUNITY!

Your giving empowers our community! Thank you for all the ways you lend a helping hand to your neighbors in the Upper Valley.



YOU FED

With your donations and community partnerships, the Community Food Market saw **over 987 new households** shop for groceries and essential items from April 2025 to March 2026. Your neighbors made over **22,289 visits** to the Community Food Market in the past 12 months.

YOU SHELTERED

In 2025, you helped **46 people** find temporary shelter at Hixon House—7 of whom came from the Lebanon Seasonal Shelter. **13** Hixon House guests found permanent housing. The Byrne Family Shelter saw **61 guests** last year, including **27 adults** and **34 minors**.



YOU SHOWED UP

Over **300 individuals** and groups volunteered more than **14,814 hours** of their time to the Haven's programs and services from May 2025 to April 2026—the equivalent of more than **7 full-time employees!**



Running with Purpose

This past June 7th, 50 runners raised more than \$500 each in the Covered Bridges Half Marathon in support of the Haven's work. Some ran for family members or friends, others as a personal goal, and many simply in support of the Haven and our community. We are so proud of each runner who made strides for our community!

Meet
Mhana!



Every day, your generosity allows staff at the Upper Valley Haven to better serve people in our community. Learn more about how you impact Community Service Coordinator, Mhana, his work, and his clients each day!

Q: How did you come to work for the Upper Valley Haven?

A: I got my degree in social work, and when researching jobs, I saw such a large population of unhoused individuals in Vermont—a state with a small population. I knew I could make a difference working directly with these people. I love meeting new people and talking with them. Community Service Coordinator was a great fit!

Q: What does a day as a Service Coordinator look like for you?

A: I receive contact information for people utilizing the State of Vermont's Motel Program and start a coordinated entry assessment. My main role is to help people find permanent housing, but I also refer folks to employment offices, help them obtain social security benefits,

appeals, moving expenses, and day-to-day needs. Ultimately, I work toward helping people find a safe place to stay, whether it is at a motel, in one of the Haven's shelters, or even something more permanent.

Q: What would you like to say to people who donate to the Haven?

A: Their generosity touches lives in so many ways. After a meeting with me, my clients will then go shopping at the Community Food Market here, or back to Hixon House where they are staying. So many of the Haven's programs overlap, and you are the reason our clients are fed, housed, and given guidance that will benefit them for a brighter future. The need is always growing, and you make our ability to reach as many people as we do possible. Thank you!

FOOD continued from front

"We often say we 'meet people where they're at.' We mean that literally," Sara says. "Our external food programs are a critical part of how we reach more people experiencing food insecurity."

Most of our external food programs operated for years, and they rely on partnerships. Dairy, meat, baked goods, pantry staples, hot lunches, and more is picked up or delivered throughout the Upper Valley, making food accessible for households that can't make it to the Haven.

These partnerships include a food shelf and hot meals at the Moms in Recovery Clinic at Dartmouth Health for pregnant or parenting women who are participating in recovery services for substance use; the Schweitzer Fellows Food Security



Project which provides weekly deliveries to older adults living in Twin Pines Housing apartments who are experiencing food insecurity; and supplementing food shelves at several local churches with meats, snacks, and shelf-stable pantry staples.

Sara shares that the Haven's partnership with Moms in Recovery was born from recognizing a gap in accessibility to resources. "Many people can use Medicaid to get

transportation to and from health care appointments, but not to get to the Haven. Providing food sources where people were already traveling to for appointments allows us to provide a 'one stop shop' that makes their lives easier."

She also expresses her gratitude for people like you.

"Our ultimate goal is that these programs grow to the point where they can operate independently, and the Haven can step back and redirect our resources as needed. But that's not the reality," Sara says.

"The demand for food resources in our community is growing. Every dollar you give helps us feed a household in the Upper Valley. Thank you for the role you play in helping us combat food insecurity and provide this basic human necessity!"

MEET OUR BOARD

*Local friends who care deeply
about a stronger Upper
Valley—as you do!*

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Fiscal Year 2026 Finances

(April 1, 2025, to March 31, 2026)

The charts below present the Haven's preliminary operating results for Fiscal Year 2026. Final audited financial statements will be available later this summer.

Please note: Fiscal Year 2026 financial results do not include revenue or expenses associated with the Haven's recently completed capital campaign and related capital project. Those funds were raised and managed separately from annual operating activities and are therefore not reflected in the results shown here.

Other

\$435,837.79

In-Kind Food

\$1,078,514.92

Government

\$1,268,766.44

TOTAL INCOME

\$7,333,685.36

Private

\$4,550,566.21

Children's Services

\$193,922.12

Food Services

incl. In-Kind Food

\$2,008,703.53

Fundraising & Development

\$598,505.11

TOTAL EXPENSES

\$6,623,482.27

Volunteer Services

\$98,747.61

Shelter

\$767,303.60

Service Coordination

\$1,390,281.94

G&A

\$1,566,018.36



The Haven is proud to be recognized for excellence in 2026 as a Four-Star organization by Charity Navigator, and achieving a Platinum-Level Seal of Transparency by Candid, the parent organization of GuideStar and the Foundation Directory. To give a gift by phone, or make a gift of stock, contact Laura Gillespie, Director of Development, at (802) 478-1803 or laura@upppervalleyhaven.org