



The Haven

Newsletter

November 2004

Staff & Volunteers Adjust To Life in New Building

Life at the Haven has changed dramatically since moving from its old building into its new facility on May 8th. The beautiful and functional new building, located adjacent to the old one, has exceeded expectations in almost all aspects. As was expected, it has allowed the Haven staff and volunteers to be more effective, allowing them to provide service more efficiently and abundantly than before.

The main impetus for the new building campaign was two-fold: to double the capacity of the family shelter from four families to eight; and to provide additional storage space in support of the food and clothing programs. But the list of additional benefits that have accrued to the Haven operation since moving in is long.

Among these additional benefits are a reduction in energy costs (the building received a five star energy rating from Efficiency Vermont, its highest rating), soundproof interior walls and doors, a larger classroom space, a dedicated room for providing childcare, and a public shower (which is used on a daily basis) for those living in their cars or in tents. In addition, all Haven operations are now under one roof. In the old building, one had to go outdoors to travel from the shelter to other areas.

But the greatest surprise has been the positive feeling one gets from being in a pleasant, well lit, well designed space. This sentiment has been expressed not only by Haven staff and volunteers, but also by shelter guests and those using the

Food Shelf, Clothing Room, and classroom. In fact, the large storage area that is adjacent to the Food Shelf and Clothing Room has been dubbed "The Happy Room".

Perhaps the biggest challenge faced by staff and volunteers in the new building is remembering the names of the shelter guests, as there are now twice as many in residence. This is especially true during those times of rapid turnover in the shelter when several families arrive in less than a week.

But once they are here for a few days, the relationships between guests and staff develop as they have all along at the Haven, and the families start to deal with some of the issues that must be addressed before they are able to secure their own stable housing.

The new building is the culmination of a five-year dream. In early 1999, the Haven Board of Directors felt they had to respond to the alarming number of families that were being turned away for lack of shelter space. The \$2.4 million expansion campaign goal was met in February 2003, and construction commenced two months later. About two-thirds of that amount was spent for actual construction costs of the new building (which came in on budget!). The balance was used to purchase both the property where the new building stands and the house next door, which is now home to the Haven's host family, as well as the costs of design and fundraising.

This building says so much about the generosity of the Upper Valley!

Richie Havens Gives Electrifying Benefit Performance

Folk legend and Woodstock Festival icon Richie Havens, who is gifted with one of the most recognizable voices in popular music, treated a crowd of over 500 to the unique talent and boundless energy that are his trademarks during a benefit performance for the Haven held at the Lebanon Opera House on September 25th. Intertwining song and story, Richie showed why he held the multitudes spellbound for over three hours as the opening act at Woodstock, NY in 1969.

His benefit performance, which netted the Haven nearly \$11,000, featured many of his own compositions, including his signature "Freedom", but also included interpretations of songs by Bob Dylan ("Just Like A Woman"), Jackson Browne ("Lives In The Balance"), and Joni Mitchell ("Woodstock").

Vermont native Rick Redington opened the show with four of his own songs, including "Sweet Life", the title track from his third and most recent album.

The concert was the idea of, and produced by, members of Our Lady of the Snows Church in Woodstock (VT). They secured the services of the performers, enlisted the support of underwriters, and managed all the details of publicity and production. The Haven is so grateful to them for their dedication and support!

THE HAVEN
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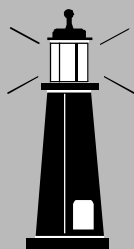
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FOUNDED IN 1980

The Haven is a 501(c)(3) organization.

A Message from the Managing Director

Speaking of Great Comebacks

Now that the World Series trophy is firmly ensconced in a glass case in Fenway Park, I think most people will agree that the excitement of this fall's events was generated not so much by the fact that they won, but by how they won. Three outs away from realizing the worst of all possible fates, being swept in four games by the hated Yankees, they put together a comeback that even an eternal optimist would not have put money on.

Thinking back on how down and out Red Sox nation felt after the third loss to the Yankees (a 19-8 drubbing no less), I couldn't help but think of the many challenges facing our shelter guests as they try to come back from the adversities they face. While each of their situations is unique, we find most of them have several "strikes" against them.

The most common include: poor educational achievement; having children at a young age, which is often the cause of the interruption in their education; addiction to nicotine, which takes a bite out of their already meager resources; not having their own car; mental health issues, which are frequently caused by abuse or neglect

they suffered as children; poor parenting skills; poor eating habits; inadequate attention to medical and dental problems; and money mismanagement, leading to poor credit history.

Every guest in our shelter has at least three of these "strikes". Fortunately for them, this is not baseball. They have a chance, with much effort and guidance, to recover and achieve a level of resourcefulness and self-sufficiency that will enable them to secure and maintain their own home, and to improve their lives and the lives of their children.

Not all succeed. Some are not yet willing or able to take the necessary steps. It is the most disappointing part of our work. But even the best hitters don't get a hit at every at-bat. Still, they come to the plate expecting to get a hit every time. And so do we.

Sometimes, though, we hit a home run. At those moments we run the bases and we hear the crowd cheering - those who support the Haven with their gifts of financial support.

But also those who lift us up with their prayers. Look at what it did for the Red Sox!!

-Tom Ketteridge

Our Mission:

The Upper Valley Haven serves people struggling with poverty by providing shelter and education to homeless families, and food, clothing, and support to anyone in need.

Guided by the faith of our founders, we:

- welcome all who enter our doors as equals, respecting their dignity and accepting them as best we can without judgement;
- encourage those we serve to develop their capacity for independence;
- are thrifty with our resources, generous in our hospitality, and responsible to the communities that support us;
- welcome all who are willing to join us in loving service to our neighbors.

Recent Shelter Guest Stories -

With eight families now in residence instead of four, we now have twice as many stories. Here are just a few of the families we have helped during their crisis of homelessness over the past few months:

~ A young couple with two children under two years of age. They had been living with relatives who had very poor housekeeping skills. The state child protective agency got involved when they learned of the poor conditions the children were living in. Both



A young guest plays with his Etch-A-Sketch in his bedroom at the Haven.

have learning disabilities and spotty work histories, in addition to a very poor credit history. They did not own a car. Their oldest child has developmental and behavioral issues.

Through the Family Place, they were able to obtain a child care subsidy. They both started working a couple of weeks after coming to the Haven. A

combination of saving and short-term borrowing from the Haven enabled them to buy a car and secure the rental of a nearby mobile home. The dad has also started working a second part-time job.

They are still working closely with the Haven for support with managing their money, which has been problematic for them. They are both working on quitting smoking.

They still have a long way to go, but are moving proudly in the right direction. They still make some poor spending decisions, but they are becoming less frequent and less costly. They are in their own home, and are very near to being able to fully support themselves.

~ A single mom with two sons, 8 and 6. She was severely depressed and emotionally fragile, having just been kicked out by her boyfriend. She could barely go 5 minutes without crying when she first arrived.

She thrived with the support of the Haven staff and her fellow shelter guests. Within a few weeks, she was able to secure a job with mother's hours with a local retailer. She started taking courses at CCV.

The Haven staff recommended her to a local transitional housing project, and she was accepted. She can live there for two years while continuing to work and pursue her studies, paying 30% of her income for rent. She will need to secure her own permanent housing at the end of two years. The Haven is required to continue working with her while she is living in the transitional housing.

She visits the Haven often, as some

close friends she made are still guests here.

~ A couple with three children ages 7 and under. The apartment house they were living in was sold, and the new owner wanted to rent their apartment to one of his relatives.

They could not afford childcare for their two pre-schoolers, so only one of them was able to work. The mom continued to work while they were at the Haven.

In one of the more unusual solutions to a housing problem, they were able to obtain a caretaker position at a nearby water buffalo farm. They live rent free in a three bedroom cape in exchange for taking care of the 45 or so water buffalo at the farm.

They report it takes them 5-6 hours per day to take care of the animals, and their children adore living on a farm. What a great story!!



This young man gets a snack from his mother in the shelter kitchen.

How the new shelter is different...

The Haven retained the 4-family model from the old shelter by creating two 4-family units, one in each wing of the L-shaped building.

Enhancements in the new shelter include one level living (the old shelter had two floors), a much larger and

well laid-out kitchen, a separate play area for the children, built in beds, and separate sleeping rooms for parents and children. The kitchen, dining, living, and children's area are located in one large open space, making it easier to keep track of young children.

As in the old building, the Shelter Advocate, the staff person who works most closely with the guest families, has their office located in the shelter. There is one such office in each shelter wing. as there are now two Shelter Advocates, each caring for 4 families.

Food Shelf and Clothing Room News....

THE HAVEN UTILIZES VERMONT FOOD BANK

With a large storage space now available for food storage, the Haven has become a client of the Vermont Food Bank, located in South Barre. The Food Bank has a state-of-the-art facility, and receives food from a variety of sources.

The Food Bank offers two programs. One is salvaged food, which client agencies are able to buy for a 14 cents per pound shared maintenance fee. The other is called the purchase program, where clients are charged a price based on what the Food Bank pays to buy it. The prices for these items, while more than 14 cents per pound for the food that is donated to the Food Bank, are still significantly lower than prices in the marketplace. The Food Bank charges an additional 4 cents per pound if it delivers the food, which is once per month. It is also possible to pick the food up.

Haven Resource Coordinator Barbara Henzel has learned the ropes of ordering from the Food Bank, which is more of an art than a science. Items that they have available change daily, and the highly desirable items go quickly, so it is important to be at the ready when the list is emailed each morning at 9. And there are limitations on how far in advance of your monthly delivery you can order.

The Haven now obtains many of the items it stocks the Food Shelf with from the Food Bank. It has resulted in lower costs to the Haven for the purchase of the food, and has cut down on the amount of time Barbara spends out on shopping trips.

In addition to the monthly delivery from the Food Bank on the second Tuesday of each month, volunteers have made special trips to the Food Bank to take advantage of deals that are too good to pass up.

"In as much as you did it unto one of the least of these my brethren, you did it unto me." -Matthew 25:40

WILLING HANDS MAKES PRODUCE DELIVERIES TO THE HAVEN

The start up organization Willing Hands Enterprises, the brainchild of Peter Phippen, has been making daily deliveries of fresh produce to the Haven's Food Shelf since June.

The produce, which comes from local supermarkets and wholesalers, has been deemed no longer good enough for sale, but too good to put into the dumpster. The produce has been very popular with Food Shelf patrons, and very little goes untaken. The Haven has two refrigerators in the Food Shelf to extend the useful life of the produce.

The Haven is grateful for how WHE has enabled it to offer fresh produce in its Food Shelf. For many, this is the only way they are able to include fruits and vegetables in their diet.

Coincidentally, the Haven has been serving as fiscal agent for WHE until they obtain their own non-profit status.



HAVEN STOCKS UP AT CO-OP CASELOT SALE

Some Haven staffers did the math and quickly realized that the prices offered during the Lebanon Co-op's annual caselot sale in early October were significantly lower than what we could buy them for at other sources.

Advance warning to the Co-op of its shopping list was rewarded by having its order organized onto three pallets, which were loaded by forklift onto a large truck rented for the occasion.

The final tab was just over \$2,100,

but it was calculated that it would have cost \$980 more to buy the items at sources the Haven normally uses.

The items purchased included macaroni and cheese, pasta, canned corn, canned peas, and peanut butter. These items are not regularly available at the Vermont Food Bank.

The 330 cases of food purchased from the Co-op fit easily into the storage area!!

CLOTHING ROOM USE SEES HIGH DEMAND FOR KID'S CLOTHING

Since moving into its new building, the Haven has experienced a two-fold increase in the use of its Clothing Room. The new space is nearly five times larger than the Clothing Room in the old building.

In particular, the demand for children's clothing is very high, exceeding the amount available. While the Haven receives an incredible amount of clothing donations, it could use more donations of clothing for children of all ages.

ABOUT THE ENVELOPE

The Haven receives the vast majority of its support during November and December. This carries us through the rest of the year. Please be as generous as you can in supporting our mission. **We can't do it without you.** We make a difference in people's lives - we know because we see it everyday.



Education Program Highlights....

HOMEWORK CLUB BEGINS ITS SIXTH YEAR IN NEW SPACE

The Haven's flagship educational program for kids, Homework Club, began the school year in the beautiful new classroom in the Haven's new building. With some new faces as well as some familiar faces from last school year, Homework Club meets Tuesday through Thursday afternoons on school days. It provides a relaxing environment for kids to get their homework done, with other kids. Homework Club is open to all kids, but recruits its members primarily from current and former Haven shelter guests. A typical afternoon would see 8-12 children in attendance. Most children come every day.

The Homework Club starts off with a healthy snack, which includes fruits or vegetables. Then homework is done for about an hour. The final half hour is devoted to reading in small groups.

Homework Club is supervised by Haven staffers Eva Langlois, Education Coordinator, and Daphne Klein, Children's Advocate. Both have Master's level degrees in Education. They are assisted by "helpers" who come the same day each week. This year, as in the past couple of years, Eva and Daphne have recruited a number of Dartmouth students to work with the youngsters, in addition to other members of the community. And again this year, Dartmouth professor and Homework Club founder Irene Kacandes is helping out one day each week, on Thursdays.

The larger classroom allows for more individual work spaces, so it is easier for the children to focus on their own work. The helpers are split up to work with 2 or 3 children.

The Haven believes that if the cycle of low achievement and expectations that pervades many of the families that live in poverty is to be broken, it begins with the children. We feel that if we can impress kids with positive messages about their abilities, capabilities, and possibilities, give them the skills and encouragement they need to have good educational experiences, and provide them with positive adult role models, they can do just about anything.

FIELD TRIPS & ENRICHMENT ACTIVITIES EXPAND HORIZONS

Over the past several months, the Haven has continued its practice of providing enrichment activities and organizing field trips for children. Participants have included current shelter guests, former shelter guests, Homework Club members, and other children from the community. These events are supervised by at least one Haven staff person, and usually include some adult volunteers as well.

They include:

Outings:

- Snow shoeing on Slade Brook Trail
- Hiking on the Hurricane Hill Forest Trail that included learning about trees and orienteering
- Two trips to the beach at Ogunquit, Maine
- A tour of the Dartmouth Organic Farm
- Strawberry and blueberry picking
- The Vermont Institute of Natural Science, to see the raptors and other animals
- The Fairbanks Museum and Planetarium in St. Johnsbury, VT
- Annual canoe trip on the Connecticut River

Local Performances:

- Ladysmith Black Mambazo
- The World Percussion Ensemble
- A Gospel Jubilee with the Harlem Gospel Choir
- The World of Anne Frank
- The Pirates of Penzance
- Gounod's Romeo and Juliet
- Britten's A Midsummer Night's Dream

Enrichment Activities:

(usually held on Monday afternoons)

- A study of Mexican culture held over several weeks
- Making valentines for delivery to a local nursing home
- A toothpaste making demonstration by Tom's of Maine
- Two programs brought to us by the Hood Museum: one on Native American animal crests, and another that compared and contrasted pattern and rhythm in music and art
- Preparing and maintaining a garden plot
- Scholarships for summer art and theatre programs

The Haven relies upon support from community members to carry out its mission of providing shelter, food, clothing, and educational programming to those in need. Your support directly helps Upper Valley residents.

Fallon focuses on a problem, with the assistance of Education Coordinator Eva Langlois, during a Homework Club session.



Haven Participates in “Leave A Legacy” Campaign

The Haven has joined with other charitable organizations across New Hampshire and Vermont in a campaign to increase the number of charitable gifts and bequests in the region.

A program of the Upper Valley Planned Giving Council, of which the Haven is also a member, the campaign is a partnership of charitable organizations, professional advisors, and corporations interested in promoting the message that all people can make a difference by leaving a charitable legacy through a will, trust or by other means.

While 80-90% of us make monetary contributions during our lives, less than 10% of us remember charities at the end of our lives. While there is no one reason for this, many



of us think we don't have enough money to be making charitable bequests. Many of us think charities "aren't interested in any gift I could make", while others simply don't think of it at all.

Every gift makes a difference. Sure, charities are thrilled to receive large gifts, but they are also thrilled to receive modest bequests. Every gift reaffirms the work of the charity

and helps support the larger community.

Whether it is time for you to write your will, or add a charitable bequest to an existing will, name a charity as a beneficiary of your retirement plan or insurance policy, it's easy to do. For more information visit www.leavealegacy.org.

What's Up With the Haven's Old Building?

At a meeting early in 2004, the Haven Board of Directors decided to tear down the original building that the Haven purchased back in 1980. It also decided to leave standing the addition to the original building that was built in 1988 (known as Hixon House).

This decision was made for two reasons. First, the building took up so much of the small lot that it left room for just a few parking spaces under current parking regulations. This made the economics of rehabilitating the building not feasible. The building was

in pretty rough shape (it was built in the 1830's).

The second, and more compelling reason for tearing down the older portion of the building was that it would allow the Haven to provide a proper outdoor area for the eight families residing in the shelter in its new building. This would include playground equipment and a basketball court.

The Haven made an attempt to have the lot on which its old building stood rezoned so it could rent the remaining building to both commercial and resi-

dential tenants, but the lot lacks the requisite width in its right-of-way to Hartford Avenue to satisfy the town. As a result, the building will be converted into a single family house and leased. The conversion is expected to be done by summer 2005.

The Haven decided early on that it was wiser to retain ownership of the property than to sell it. It would be much more expensive to buy it back in the future if the need for the property arose.

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Haven Changes Donation Policy to Focus On Core Mission

The Haven has cut back on the type of donated items it will accept. This was done so that staff and volunteers could focus on its core mission of providing shelter, food, and clothing. While it acknowledges the good intentions of those who wish to donate items, having to deal with the large variety of items was taking up an increasing amount of staff time, and taking up more and more space. This was diverting attention away from its core mission, not to mention creating a lot of clutter.

The new policy limits donations to

non-perishable food; fresh produce, baked goods, and dairy products; clothing and shoes in good condition; toiletries, diapers, and paper goods.

Among the items no longer accepted are furniture and appliances; dishes, cookware, utensils and other housewares; sheets, blankets, pillows, curtains, shades; magazines, videos, and CD's; toys, stuffed animals, puzzles, games; home decorating items; electronic equipment.

The Haven is working in cooperation with other local agencies to provide needed items to our shelter guests

when they find permanent housing. The Haven is referring people to these agencies for the donation of items it does not accept: Southeastern Vermont Community Action (SEVCA), and COVER Home Repair.

SEVCA accepts most items except appliances. COVER accepts furniture and appliances only.

The Haven has set up voucher programs with SEVCA and COVER for our shelter guests so they can access furniture and household items when they move into their own homes.

Haven Board Welcomes Tuck School Fellows

The Haven is one of four Upper Valley non-profit organizations to participate in an innovative program that places two second year Tuck Business School students on its Board as non-voting members.

The program is sponsored by the Tuck School's Allwin Initiative for Corporate Citizenship, which also conducts quarterly meetings of the "Nonprofit Exchange", a symposium for area nonprofit leaders. Its purpose is to provide area nonprofits with bright and energetic young people who come to the organization with a fresh prospective, and to give the students experience on how non-profit Boards work.

The Haven's Board fellows are Melanie Escopete and Andrew Chasse. Melanie is a NYU graduate. Andrew graduated from Duke. They attend all Board meetings and participate in all Board activities and discussions. Board member Jay Davis, a Dartmouth graduate, has agreed to serve as a mentor for them.

In addition to their regular Board duties, Melanie and Andrew will be assigned a special project that they will complete, under Jay's guidance, before they graduate from Tuck in June. Also, the way the program is designed, they will help to recruit and select two current first year Tuck students to replace themselves as Board fellows starting in September 2005.

The Haven is thrilled to have Melanie and Andrew on board!!

"If you lose hope, somehow you lose the vitality that keeps life moving; you lose that courage to be, that quality that helps you go on in spite of yourself."

- Martin Luther King, Jr.



The Staff, left to right - Top Row: Jodi Turner, Shelter Advocate; Eva Langlois, Education Coordinator; Ruth Morgan, Shelter Advocate. **Middle Row:** Daphne Klein, Children's Advocate; Mary Feeney, Shelter Manager; Tom Ketteridge, Managing Director. **Bottom row:** Gail Sisco, Office Administrator; Barbara Henzel, Resource Coordinator. **Not pictured:** Arrow, Canine Coordinator.

A Win-Win Solution to Holiday Gift-giving!!

HONOR A LOVED ONE WITH A GIFT TO THE
UPPER VALLEY HAVEN

Save time, gas, and aggravation - avoid traffic and crowded stores - spare yourself the brain strain of deciding what to get someone who doesn't need anything.

We'll provide you with an elegant gift card with the Haven logo on the outside, and the inside either left blank, inscribed per your instructions, or with our standard inscription.

You and the recipient will feel great knowing that the gift will be used throughout the year to help families struggling with homelessness and other issues of security and well-



being. It will be used to directly help families staying in our shelter, as well as those who rely upon the Food Shelf and Clothing Room.

You can obtain these gift cards in several ways. You

can mail us your instructions with your check. Or call, and we'll mail out your cards the same day (we'll trust you to send in a check). Or you can stop in, and we'll prepare your cards while you wait. When calling or stopping by, ask for Gail or Tom. You can reach them at (802) 295-6500 to order cards, or for more information about this terrific idea for holiday giving!

How the Haven Helps

The Shelter - Provides temporary shelter (typically 2 to 3 months) for families with children in the crisis of homelessness. Space for 8 families, up to a total of 46 people. Haven staff and volunteers help guest families find stable housing, and also offer assistance and encouragement with job searches, parenting skills, educational and health needs, and refer them to other agencies when appropriate. Over half of our guests are children.

Aftercare - Follows up on guests after they leave the shelter, offering continuing support and encouragement.

The Food Shelf - For families and individuals referred to the Haven by area churches, state and local agencies, health care workers, and veterans groups, with one visit allowed per month. Provides enough groceries for a week. No limit on visits for bread, baked goods, produce, and baby formula.

The Clothing Room - Available to anyone in need.

Education Programs - Offering help and hope for those struggling with homelessness and other issues of well-being and security, such as parenting, health and nutrition, relationships, employment, and budgeting. Academic and enrichment programs for children, including tutoring and mentoring.

Meeting Space - For local "homeless" organizations involved in some aspect of human development to hold meetings and workshops.

On a typical day at the Haven....

- 8 families reside in our shelter, an average of 26 individuals, including 14 children. Their average length of stay is 75 days.
- 12 families receive a week's worth of groceries (34 individuals, nearly half of them children).
- 25 families receive bread, other baked goods, and produce.
- 15 families utilize the Clothing Room.
- Smiles, hope and encouragement are offered to those struggling with poverty.

Third Quarter Statistics

(Nine months ending September 30)

<u>Shelter</u>	<u>2004</u>	<u>2003</u>
Families housed	25	21
Total Individuals housed	78	74
Children housed	44	40
Average beds filled per night	16	12
Average length of stay	70	76

Shelter Turnaways

Families	160	145
Children	301	248
Single Women	37	47
Single Men	30	30
Couples without children	20	23

Food Shelf

Total individuals served	6,610	5,828
Percentage children	43%	42%
Bread program visits	4,867	4,044

Clothing Room Visits	2,183	1,408
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All Haven services are free and available to anyone with a demonstrated need.

The Upper Valley Haven is a 501(c)(3) organization.

"To whom much is given, much is required."

- Luke 12:28

