



The Haven

Newsletter

November 2005

Planning For Adult Shelter In High Gear

With a desire to provide homeless adults the same level of service that the Haven currently provides for families, longtime Haven supporters Mark and Rebecca Byrne have offered to pay one-half of the cost of constructing an adults only shelter in the Upper Valley.

Even though a site has yet to be identified, the Haven is well into the planning process for the new shelter. The search for a site is focusing on White River Junction and Lebanon, as this would allow most services and employment centers to be reached either by walking or using public transportation.

Haven staff and Board have been seeking input from a variety of sources for advice and wisdom to help inform its decisions. These have included trips to shelters in Burlington, Brattleboro, Manchester, NH, and Lawrence, MA, as well as soliciting ideas from the staff of local state and non-profit agencies who are familiar with adults who are struggling with homelessness and the issues they are dealing with.

At the top of this list is a group called 10 Bricks. 10 Bricks had been working on plans to open an adults only shelter in Lebanon, but decided to abandon those plans when the Haven received the offer from the Byrnes in May.

In early June the Haven and 10 Bricks held a joint Board meeting, where they each agreed to create a Board liaison position. Each Board assigned one of their members to attend the other's Board meetings. In addition, the entire 10 Bricks

Board was invited to attend the October and November Haven Board meetings where the adult shelter was discussed at length.

While no final decisions have been made, the adult shelter guests would likely be divided into two "tiers", with space for about 20 individuals in each. Tier 1 would be for long-term stays (several months), and would be available to those individuals who are interested in making positive changes in their lives that would enable them to secure and sustain their own housing. They would be required to follow a plan of action developed in concert with Haven staff that would address the issues that led to their being homeless.

Tier 2 would be for short-term guests (less than one month). These are individuals who are either unable or unwilling to commit to the program requirements of Tier 1.

While half of the cost of building the shelter will be covered by the Byrnes, the Haven must still raise the other half, as well as the annual operating funds, which are estimated to be \$350,000. Combined with the Haven's current operating budget of \$569,000, the Haven's annual budget will grow to over \$900,000, a sizeable amount for an organization that relies primarily on community support. How this will be achieved is also part of the planning process.

The goal is to have this facility up and running by November 2006, so that this coming winter will be the last one without an adult shelter in the Upper Valley.

Arlo Guthrie Spins His Magic In Haven Benefit Performance

Dusting off his classic signature song one more time, folk music legend Arlo Guthrie brought his "Alice's Restaurant Massacree 40th Anniversary Tour" to the Lebanon Opera House on October 14th and enchanted a sell-out crowd in a benefit performance for the Haven.

In addition to an abridged version (about 16 minutes) of "Alice's Restaurant," which begins with his rather bizarre experiences on Thanksgiving Day in 1965, Arlo also gave spirited renditions of his popular "City of New Orleans," and "Coming Into Los Angeles." The consummate storyteller, he shared how his father, Woody Guthrie, and both his own and his father's friends shaped his life and career. He played several of his father's songs, including "This Land Is Your Land" which the audience enthusiastically joined in on during the chorus.

Arlo was joined onstage by his son Abe, Gordon Titcomb, and the Mammals, a five member band who also opened the evening with a terrific set of folk and bluegrass.

As with last year's event featuring Richie Havens, this concert was the idea of, and produced by, members of Our Lady of the Snows Church in Woodstock, VT, led by Haven Board member Rob Sennott. The Haven is so grateful to them for their dedication and support!

THE HAVEN
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FOUNDED IN 1980

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

A Message from the Managing Director

Before and After

A few times in every life, an event occurs which is so profound that all other time is defined as either being "before" or "after" the event. For our country it might be "before 9/11" and "after 9/11". For many, it is "before children" and "after children," or perhaps "before I quit smoking" and "after I quit smoking."

These life changing events can also accrue to organizations. For example, life at the Haven can be divided into "before the new building" and "after the new building."

Just as we were marking our one year anniversary since moving into our new building this past May, I received a phone call that will lead to another "before" and "after" event for the Haven. On the other end of the line was Mark Byrne. Mark and his wife, Rebecca, have supported the Haven for years, as have his parents, through the Byrne Foundation. Mark verified, and then lamented the fact that there is no counterpart organization in the Upper Valley that provides for adults what the Haven provides for families - emergency shelter along with the support that enables them to secure

their own housing. Wanting to change that, they asked me if the Haven would be interested in building a shelter for adults if they provided half of the funds required for its construction. I thought that was a rather profound event!!

We are aware that developing and operating an adults only shelter will be nothing short of a quantum leap for the Haven. We will be serving an entirely different population than we currently serve in our families only shelter, a group with an entirely different set of issues, especially mental health and substance abuse.

A major part of the planning for this new program is figuring out how the funds needed to sustain it will be raised. But when beginning an important project like this, you don't always have all of the answers, and you proceed with faith that the needed funds will be there.

As many of the families who have been our guests over our first 25 years have done, single adults will soon be able to divide their lives into "before I stayed at the Haven" and "after I stayed at the Haven."

-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 -

So far in 2005, 45 families, including 95 children, have been guests in our shelter. Each of their stories is different. Here are just a few of them:

~ A young couple with two children under three years of age, the oldest developmentally delayed. The mother has been struggling on and off with mental health and substance abuse issues. That made it difficult for the father to maintain employment, as he would frequently miss work because his wife had difficulty coping with the children.

During their 4-month stay at the Haven, she was able to get into an outpatient treatment program that vastly improved her ability to function. Her son was also able to have his issues properly diagnosed and treated. As a result, the father was able to resume working full-time, enabling them to save some money



Two young shelter guests enjoy the swing set located in the Haven's backyard. The swing set, as well as the gazebo in the background, were donated as part of separate Eagle Scout projects.

and eventually find a house to rent in an outlying town.

~ A single mom with two young children. She was escaping from a relationship in which she was being emotionally and physically abused. We connected her with WISE to help her deal with the legal and emotional issues of detaching herself from her partner.

Within a few weeks she started to get back on track and make some forward movement. She was able to find subsidized childcare and a job she adored. She replaced her dilapidated vehicle with a much better one from Bonnie Clac. Her older child started attending our Homework Club and thrived in her new school.

After three months in the shelter, she got the good news that she was accepted to move into a subsidized apartment in a local apartment complex, where she would pay 30% of her income for rent.

~ A single mom with three daughters, 8, 12, and 15. She has worked for over 15 years for a local manufacturer, where she had a good paying job. She suffered a back injury and needed surgery which kept her out of work for several months, so she lost her housing when she was not able to pay the rent.

After 3 weeks at the Haven she was able to return to her job. In addition to her rent she had fallen several months behind on her car payment, so it took her a while to put aside the funds required for a security deposit and first

month's rent, but she persevered and was able to find a cute apartment for her family in the same town she had lived in before. As a result, her children did not have to change schools during their ordeal.



One of our younger shelter guests is helped into bed by his mother.

"In as much as you did it unto one of the least of these my brethren, you did it unto me."

-Matthew 25:40

New Building Earns 5 Star Energy Rating, Exceeds Expectations

The Haven's new building, which was completed in May 2004, was awarded a 5-Star Energy Rating by Efficiency Vermont. The award is based on design, construction methods, and inspection, including a blower door test.

The building features blown-in cellulose insulation, which provides insulating properties superior to fiberglass, especially for eliminating

infiltration of outside air. The cellulose was installed by Murphy's Cell Tech, owned by John Unger Murphy. John installed the cellulose insulation for the price of fiberglass, including in all of the interior walls, which provides outstanding soundproofing.

John predicted that the 11,600 square foot building would use 2,215 gallons of oil annually just for heat. During the first year in the building,

total oil consumption was 2,250 gallons, but that included hot water also. Backing out the oil used for hot water (based on summertime oil usage), oil used for heat only was in the 1,200 gallon range, a remarkable result.

John's gift will be paying dividends for years to come ... the higher the price of oil, the bigger the dividend.

Thank you, John!!

Food Shelf and Clothing Room News....

FOOD SHELF USAGE CONTINUES TO RISE

The number of individuals referred to the Haven's Food Shelf for a week's worth of groceries is about 15% higher so far this year than it was in 2004. This is similar to the increase we experienced in the last several years.

There has also been a similar increase in the number of families who come to the Food Shelf for free bread and produce over the past few years.

We have especially noticed a spike in demand for food since the recent surge in gasoline prices. We expect a very busy winter in the food shelf if energy prices stay where they are.

Historically, about 43% of the food, bread and produce that the Food Shelf provides benefits children.

HAVEN STOCKS UP AT CO-OP CASELOT SALE

For the second straight year, the Haven took advantage of the fantastic prices offered during the Hanover Food Co-op's annual caselot sale.

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 \$2,800, but it was calculated that it would have cost \$1,280 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 are items that are either not regularly available or would be more costly to purchase from the Vermont Food Bank.

The 387 cases of food purchased from the Co-op fit easily into the storage area. Our new building is so wonderful!!

The Haven's operating budget for 2005 is \$569,000.

CHILDREN'S CLOTHING STILL IN HIGH DEMAND

The demand for children's clothing in the Clothing Room remains 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.

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

HAVEN VOLUNTEERS THANKED & HONORED AT ANNUAL PARTY

Over 60 Haven volunteers were honored at the annual volunteer party held at the Haven on November 8th. While they sampled delicious finger foods prepared by Maple Street Catering, they enjoyed music performed by members of an Upper Valley Music Center string quartet, which included Haven volunteer Thea Talento.

Haven Managing Director Tom Ketteridge thanked them for their dedicated and caring service, reminding them that volunteers contribute so much to the Haven's character and to the terrific reputation the Haven enjoys in the community.

Tom also filled them in on the latest developments surrounding the adult



A Clothing Room patron works her way through the racks looking for just the right size and color.

shelter the Haven is in the process of planning and hopes to have open by December 2006.

It was a wonderful evening, and kudos go out to Resource Coordinator Barbara Henzel who organized the event.

DONORS SHARE THE HARVEST

The Haven is very grateful to those who are regular suppliers of produce to the Food Shelf: Killdeer Farm, Cedar Mountain Co-op, Dartmouth Organic Farm, Sterns Produce, Poverty Lane Orchards, Pierson Farm, Ledgestone Farm, Four Corners Farm, Longview Farm; and, of course, Peter Phippen and the Willing Hands Enterprises gang. Thank you all so much!!



Six year-old Sophia Sacerdote of Hanover stands in front of a bag of food she donated to the Haven's Food Shelf.

Sophia requested that guests to her recent birthday party bring food for the Haven instead of gifts for her!!

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 every day.

Education Program Highlights....

DARTMOUTH STUDENTS TAKE ON INCREASED HOMEWORK CLUB ROLE

While Dartmouth students have participated for several years in the Haven's Homework Club, its flagship educational program for kids, this school year has seen them participating more regularly and in larger numbers than before.

The Haven's Education Coordinator, Eva Langlois, and Children's Advocate, Daphne Klein, who supervise the Homework Club, put a lot of time and energy into the recruiting effort at the beginning of each academic term, working with the Tucker Foundation at Dartmouth. They require a commitment from the students for the same afternoon each week for the entire term. The Homework Club participants, made up mostly of current and former shelter guests, have already experienced enough chaos and loss in their young lives. Eva and Daphne feel we don't need to add to it by having them get close to one of the college students and then have them disappear without warning.

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.

So every Tuesday, Wednesday, and Thursday afternoon at 3, a car pulls into the Haven parking lot and 3 or 4 Dartmouth students hop out. They are great tutors and mentors for the children. Because of their varied interests and own commitment to education, they are excellent role models. The children love the fact that "cool" Dartmouth students would choose to spend time with them each week. Their combination of enthusiasm and patience are a great help to Eva and Daphne. Who knows, maybe one of our Homework Club students will be inspired to go to Dartmouth!!

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.

Among many others, they include:

Outings:

- Two lake outings: Lake Pineo and Silver Lake
- Hiking up Cardigan Mountain
- Two trips to the beach at Ogunquit, Maine
- Painting pottery at Tip Top Pottery
- Strawberry picking
- Annual canoe trip on the Connecticut River

Local Performances:

- Opera North's Tosca
- Fiddler on the Roof at Lebanon Opera House
- Big Apple Circus (thank you, Hopkins Center!!)

Enrichment Activities:

(usually held on Monday afternoons)

- Cooking For Life (a 6-week program sponsored by the Vermont Campaign to End Childhood Hunger)
- A program brought to us by the Hood Museum: "Marks of Distinction: Two Hundred Years of American Drawing and Watercolors from the Hood Museum of Art"
- Scholarships for summer art and theatre programs

OFFICE SPACE PROVIDED FOR DISPLACED VT ADULT LEARNING

The Haven has agreed to allow Susan Pappas of Vermont Adult Learning, a private non-profit organization that assists individuals improve their basic literacy skills, overcome learning disabilities, and prepare themselves for further educational pursuits, to use the tutoring room in the Haven as her office. Susan was displaced when her office was destroyed in a fire earlier this year that also destroyed the WRAP nightclub. Susan has held study groups in the Haven's meeting space in the evening for years. It's great to now have her here during the day also!



Dartmouth student Irene Shyu works with a young shelter guest during a recent Homework Club session.

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.

Haven Joins HomeGift Program

The Haven is pleased to announce a new program that will allow buyers and sellers of real estate to re-direct a portion of their real estate commissions to the Haven. Called the Haven HomeGift program, this unique opportunity costs our supporters nothing.

As part of an agreement signed recently with HomeGift Realty, Inc., an innovative company that is connecting the non-profit sector to the real estate industry, Haven supporters can use the program when buying or selling local or out-of-state properties.

Under the HomeGift program, you can choose any licensed real estate agent you want or you can get help in finding a full-service real estate professional. You don't need to write a check - the payment is made by redirecting funds you would pay in real estate commissions anyway - to a cause you deeply believe in. The only thing supporters



need to do is contact us before signing an agreement with an agent.

After the closing, you will receive an acknowledgement from the Haven. Because these funds are coming from real estate commissions, you cannot claim this

as a tax deduction; however, the gift will be in your name.

A decision to "HomeGift" will allow you to make a generous gift, perhaps larger than you normally could, to support the Haven. For example, one Pomfret land owner has already agreed to HomeGift to the Haven upon the sale of a \$695,000 property. That HomeGift will provide an estimated \$2,900 payment to the Haven.

So, the next time you are thinking of buying or selling a home think of those who don't have one. For more information about the HomeGift program, call the Haven or visit us at our website, www.uppervalleyhaven.org and click on the HomeGift icon.

Leave A Legacy: Remember The Haven In Your Estate Plans

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.



As a matter of policy, all bequests and memorial gifts made to the Haven are placed into its Operating Endowment, which will provide operating income on an annual basis in perpetuity. You can make a lasting contribution by making a bequest to the Haven

Whether it is time for you to write

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

An example of bequest language that you can use is: "I give (\$_____, or a specific asset, or _____% of the estate) to the Upper Valley Haven, 713 Hartford Avenue, White River Junction, VT, for its unrestricted use.

Planned giving opportunities can be discussed in confidence with Haven Managing Director Tom Ketteridge, (802) 295-6500.

Dartmouth Cultural Anthropology Students To Study The Haven

This fall, several members of Dartmouth Professor Hoyt Alverson's Anthropology 18 class, "Introduction to Research Methods in Cultural Anthropology," will be using the Haven as a field research site. The students' field work constitutes the second half of their course, which will provide an opportunity for them to undertake small-scale "mini-ethnographic" studies to learn how to carry out ethnographic field research and in the process possibly to learn in some

depth about aspects of the Haven.

During their field work, the students will be utilizing research techniques learned during the first half of the course: (1) participant observation, (2) conversation, dialogue, and interviewing in natural settings and contexts, (3) recording, storing, retrieving, and analyzing and checking validity of qualitative data.

The students will also learn about the writing of ethnography, including involvement of, collaboration with, and

protection of the confidentiality of information and the anonymity of "subjects" and what they reveal of themselves and others.

Haven staff is looking forward to the final report, not only to gain a better understanding of how they are perceived by those they serve, but also to see if it reveals ways in which they can provide service that would be even more helpful and supportive.

New Tuck Board Fellows Welcomed

For the second year, the Haven is participating in an innovative program that places two second year Tuck Business School students on its Board as non-voting members. Four organizations took part in the program last year, and over 15 are taking advantage this year.

The program is sponsored by the Tuck School's Allwin Initiative for Corporate Citizenship. Its purpose is to provide area nonprofits with bright and energetic young people who come to the organization with a fresh perspective, and to give the students experience on how nonprofit Boards work.

The Haven's Board fellows for this year are Sherry Kim and Timothy Weld. Sherry is an Amherst College graduate. Tim graduated from Middlebury College. 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, Sherry and Tim 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 2006.

For their special project, last year's Board fellows Andrew Chasse and Melanie Escopete analyzed the Board's effectiveness, including making recommendations for improving its performance. It was very comprehensive and a resource the Board will refer to for years to come.

The Haven is thrilled to have Sherry and Tim on board this coming year!!



The Staff, left to right - Front row: Mary Feeney, Shelter Manager; Barbara Henzel, Resource Coordinator; Marie Alvin, Office Administrator. **Back row:** Eva Langlois, Education Coordinator; Ruth Morgan & Jodi Turner, Shelter Advocates; Tom Ketteridge, Managing Director; Arrow, Canine Coordinator; Daphne Klein, Children's Advocate.

"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.

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 really 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. Call or go to www.uppervalleyhaven.org for the standard inscription language

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 Marie 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. 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 28 individuals, including 16 children. Their average length of stay is 56 days.
- 13 families receive a week's worth of groceries (39 individuals, nearly half of them children).
- 29 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>2005</u>	<u>2004</u>
Families housed	38	25
Total Individuals housed	124	78
Children housed	74	44
Average beds filled per night	28	16
Average length of stay (days)	52	70

Shelter Turnaways

Families	160	160
Children	316	301
Single Women	61	37
Single Men	51	30
Couples without children	27	20

Food Shelf

Total individuals served	7,599	6,610
Percentage children	42%	43%
Bread program visits	5,715	4,867

Clothing Room Visits

2,671	2,183
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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

