

Report To The Community

Thank you for taking us in and helping us finding a hous

You have been so kind & patient & understanding. You'll never know (honestly!!) how much you have really done to ease my soul and repair three broken little lives.

I never felt like I was less of a person, simply because I was homeless. Thank you for that.



I had no food for my kids. Thank God for The Haven.

The Haven

At what was supposed to be the worst times I've ever been through you guys gave me hope.

They take me on fun fieldtrips and brought my grades up by a lot. I was failing and now I get straight A's and a few B's.

June 2003

**THE HAVEN
VOLUNTEER
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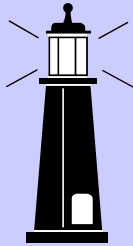
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FOUNDED IN 1980

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

"Faith without works is dead"

- James 2:17

A Message from the Managing Director

The Art of Listening



Everybody wants to be heard, and to have what they say matter. It is part of being human.

Welcome to The Haven's first (and certainly not the last) annual "Report to The Community". For

this report, we thought we would let those we serve tell you about The Haven in their own words. They say it much better than we ever could.

We get a lot of feedback from those who use Haven services,

some written, some oral. It is almost always very touching, as those expressing their feelings are usually going through a difficult time in their life and are thus very emotional. Sometimes it is absolutely heart wrenching. Included in this report is a representative sample of the many comments we receive over the course of a year.

When someone comes to The Haven, be it for food, shelter, clothing, or one of our educational programs, the one thing I always emphasize with the staff and volunteers is to be a good listener. Many times, those in crisis have the answers to their problems within themselves; they just need to articulate them, and to have them validated.

This is true not only of the adults we serve, but also for the children. Over half of our Shelter guests are children. Nearly half of the food that leaves our Food Shelf feeds kids. Our educational programs are geared primarily towards children. Children are a very big part of what The Haven is all about.

Frequently, children will say things to a trusted adult that they would not say to their parents. Haven staff and volunteers are there to listen, and to respond. We firmly believe that if we are to break the cycle of low expect-

tations and underachievement that is so pervasive in so many families living in poverty, that it begins with the children. Just giving a child your undivided attention and looking into their eyes for a few minutes a day

Just giving a child your undivided attention and looking into their eyes for a few minutes a day and really listening to them enhances their sense of self-worth and confidence....

and really listening to them enhances their sense of self-worth and confidence. This transfers into their academic and social life, leading to better performance, greater satisfaction, an improved ability to advocate for themselves, and wiser decision

making. Unfortunately, many of the children we work with do not get that kind of affirmation at home. That gives us the opportunity to make a difference in their lives before they develop behavior patterns that are not conducive to resourcefulness and self-reliance.

The Haven staff realizes that we are merely acting as agents of the community, reaching out to the less fortunate living in our midst. The Haven exists and thrives only because of the support of the Upper Valley community: be it financial support, food donations, volunteer work, or prayers. It is comforting to know so many are out there cheering us on.

While we pay attention to the day to day needs of those we serve, our new building is slowly but surely rising out of the ground right next door. It is exciting to think that we will be able to have an even larger impact on the poor and disadvantaged from this larger space. This will require an even higher level of support from the community. But as we've seen by its past support of The Haven, this is a very caring community, one that hears, listens, and responds to the cries of those in need. I thank God for that everyday.

- Tom Ketteridge

HOW THE HAVEN HELPS

The Shelter — Provides temporary shelter (typically 2-3 months) for families in the crisis of homelessness. Current capacity is 4 families, up to a total of 16 people.

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, with one visit allowed per month. Provides enough food for a week. No limit on visits for bread.

The Clothing Room— Available to anyone in need.

Education Programs— Offering help and hope for those struggling with homelessness and other issues of security and well being such as parenting, health and nutrition, relationships, employment, and budgeting. Tutoring and mentoring for kids, open to all.

Meeting Space— For local “homeless” organizations involved in some aspect of human development to hold meetings and workshops.

THE HAVEN BY THE NUMBERS

	2002	2001
Shelter		
Families Housed	16	28
Total Individuals Housed	63	108
Children Housed	37	56
Average Beds Filled Per Night	14	13
Average Length of Stay (Days)	80	45
Turnaways		
Families	199	176
Children	365	326
Single Women	102	73
Single Men	56	39
Food Shelf		
Total Individuals Served	7,012	5,747
Percent Who Are Children	41%	44%
Bread Program Visits	4,173	3,328
Clothing Room Visits	1,461	1,218

VOLUNTEERS ENRICH HOW WE SERVE

In 2002, Haven volunteers logged **8,858 hours** of service. In addition to the work they perform at no cost to The Haven, their presence adds a richness to the fabric of Haven life.

Volunteer involvement is crucial to three Haven programs: The Food Shelf, where the volunteer is the person primarily responsible for interacting with those coming in for food ; The Clothing Room, where the bulk of the work of sorting and hanging of clothing is done by volunteers; and our after-school programs, where volunteers serve as tutors and mentors.

Volunteers also help with building and grounds maintenance and with the mailing of thank you notes.

The Haven staff and Board of Directors extend their heartfelt gratitude to all of our volunteers. The Haven's ability to serve would be greatly diminished without them. Thank you so much!!



All Haven services are free and available to anyone with a demonstrated need.

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

Stories from former Haven Shelter guests....

HOW THE HAVEN HAD, AND STILL HAS, AN IMPACT ON MY LIFE

I am sure that anyone can tell you how The Haven was there to give them a roof over their head when they had nowhere else to sleep. I will tell you a little about my experience.

I was in a situation where it was no longer safe for my daughters and I to stay where we were. We moved out and stayed with friends for as long as we could, but as anyone with children knows, a good way to keep friends is not to live with them.

I got a call from The Haven saying they had a room, and I was very grateful for a neutral place for my children and I to stay. Now that could be the end of my tale. With the housing situation in the Upper Valley the way it is, it is marvelous to have an organization willing to take families in and give them a home when they have no other alternatives. However, The Haven did so much more for my family.

As you can imagine, being homeless has its share of stress attached to it. You see old friends, they ask you where you live, and what can you say? Or you tell the school that you have a new contact number, they asked where you moved to and you have to tell them. I know it is foolish pride, but not being able to provide a home for your family is embarrassing, no matter what the circumstances.

I think the most helpful thing about my stay at The Haven was the optimism of the staff and the support they gave me. I would have days where I felt my life was horrible. Mary and Ruth were always there to help me see the good things in my life, and to look for ways to fix what I thought was so bad about it. They were there to sit and talk with, to brainstorm ideas about housing, travel expenses, helpful organizations in the area, and anything else that would be helpful. As Ruth says, "It's only temporary."

Although they were helpful coming up with the ideas, I was always expected to follow through and do the work. By making me do my part for my family they helped me to understand that it was my family and I was in control. By never allowing me to get lazy, and by giving me so much support, I never felt like I was less of a person, simply because I was homeless. I thank them for that.

So now you know how awesome Mary and Ruth are, but that is only half of the story. One of the biggest problems most people have when they are looking for an apartment (besides finding one that is empty), is getting the start-up money to move in. That is where Tom comes in. He helped me figure out as budget and stick to it, and he held my money that I had saved until I was ready to move (one of my small financial difficulties is that when I am depressed I waste money). By the time I found a place I had enough money for the first month's rent and the deposits on all of the utilities. If Tom had not helped me, I would have found a place but not have the money to move in.

Next there is Daphne and Eva. As you can imagine, if being homeless was scary and stressful for me, it was worse for my children. Daphne and Eva run the Homework Club after school, and while that was a huge help (my children still go even now), I think the things the children enjoyed most are the special outings that Daphne took them to. I am grateful for the organizations and people that donated theatre tickets, sleds, mittens, hat, and everything else that made these trips possible. I liked that they made special efforts to make my children feel good about themselves, and give them opportunities to have fun at a time when we really weren't in a position to afford it.

There are more people involved with The Haven that I could go on and on about. Like Barbara, who found out the special wish my daughter had for Christmas and gave her the one thing she wanted (it had been donated and Barbara saved it out for her). And Gail, who took my savings one week when Tom was on vacation, and if someone did not save it for me there was a good chance it would be gone before Tom got back.

I now have my own apartment, and some organizations would have let me go my merry way and dropped me from their services. The Haven is not like that. They still keep in contact with me to make sure that I am doing fine. They have support groups held at The Haven twice a week so I have someplace to go so I don't disconnect from the world. The Food Shelf has been a great help on a couple of occasions when I forgot to put food into my budget.

When you walk into The Haven you are greeted by smiling, friendly faces. Whenever I go there I feel like I am part of a community that cares about me, a community that understands the pressures and stresses of everyday life, will celebrate the joys of new adventures, and people who will help you connect to a bigger community of support, friendship, and resources.

I don't know where I would be today if I hadn't stayed at The Haven. Having a supportive environment to stay in until I had a safe place of my own made it easier not to return to the unsafe conditions I was living in before I became homeless. The Haven is a wonderful part of our community and I cannot say enough good things about it.

- J.K.

It was a very cold night when I left my house with one bag and my two children, looking for a place to stay for the night. I ended up at a friend's house and that's when she told me, "You need to get out of that relationship. He is very abusive to you and the kids." The next day I went to the WISE office for some help, as I had been there before.

WISE referred me to The Haven, and they had a room available for me. I went over and was very surprised how clean the place was, and how nice the people there were to my children and I. They got us into our room and told us the house rules and what they expected of us. Everyone had "house chores" and had to respect others in the house.

I stayed there about 3 months, enough time to save money and get into our own apartment. The Haven also helped me get some furniture, food, clothing, and toiletries that we needed. I can never thank The Haven enough for all they have done for my family and I.

Just this past summer I had a bad auto accident and The Haven helped me with food, clothing, and a small loan for my electric and fuel bills until I could get back to work.

I would like to thank everyone that make The Haven so special. If not for you, I would probably still be in that dysfunctional relationship with no self-esteem to get out.

R.C.

The Haven gave me a place to live when I had nowhere else to go. They also gave me good food when my family didn't have much money.

S.L., age 11

Thank you very much for all of your help. You guys are too much!! I really, truly appreciate your help and concern. At what was supposed to be the worst times I've ever been through, you guys gave me hope.

I was beginning to think that people who truly care about others were non-existent, but you proved me wrong. Thanks for giving me hope.

A.N.



Thank you for taking us in and helping us finding a house

P.R., age 8

First, I would like to say thank you from the bottom of our hearts. When we came to The Haven, we were new to the state of Vermont. We knew no one here. The Haven gave us a room, and with the help of Haven staff, helped me prepare a resume and get a wonderful job at the Hanover Co-op.

My husband has a ruptured disk and is unable to work. Again, the Haven staff pointed him in the right directions and he is scheduled for back surgery on July 1st.

We have since found an apartment in Windsor and we are very happy. If The Haven hadn't been there, I'm not sure where we would be today. We continue to stay in touch and let them know of our progress.

R.J.

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

- Matthew 25:40

You have been so kind and patient and understanding. You'll never know (honestly!!) how much you have really done to ease my soul and help repair three broken little lives. I just wanted to make sure that I thanked you on behalf of all four of us.

T.E.

More Haven stories....

The Upper valley Haven is very helpful to everyone. You can get food and clothes. I lived there and it was great. The rooms are great and spacious.

D.H., age 11

I am one of the many lucky women in the Upper Valley who can say, "Yes, I know about The Haven." Your meetings and support groups, and super friendly, knowledgeable staff have helped me through rough times. During those times The Haven provided me with extra resources, basic support for survival, laughs and hugs.

I am a happy, proud mother now, I can gladly say that I am not afraid to ask for help. I learned that needy times can creep up on me even if I do my best. I know that organizations like The Haven can provide a warm, inviting environment, even when everything goes wrong in my life.

Thank you again for your help, and for your smiles and encouraging words.

J.S.

I liked it when Eva and Daphne took me on hikes. And that's what I like about The Haven.

K.R., age 7

I went to The Haven because I was pregnant and had other kids and didn't have a place to live at the time. I stayed there 4 months, and they helped me find a place in White River Junction, and they still help me so I won't lose it. They can help with budgeting and they have groups for parents and they do things with kids. They also help people with food, clothes, and furniture. They also know other people who can help you.

L.B.

"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 it all"

- Martin Luther King, Jr.

We are now in our permanent residence!! Must say it has been a long two months. Hopefully all of us have strength & hope through this experience. I know I have.

Am very grateful for shelters like yours. I felt, we all did, very comfortable & especially welcomed.

T.#.

Thank you for all of the help (free bread & pastries, free clothing) you have supplied for my family and I over this past year. It has helped out greatly and is very appreciated.

W.B.

The Haven is a wonderful place. They have helped many people, including me. And not just food. They offer advice as well on lots of things. It's fun to go there. I like all the dogs that are there.

W.A.



The Haven Operating Income Statement for 2002

Revenues

Gifts from Individuals	\$ 187,833
Private Foundation Gifts	51,350
Business Gifts	35,549
Church Gifts	12,938
Club & Organization Gifts	<u>5,034</u>
Total Fundraising Revenue	292,704

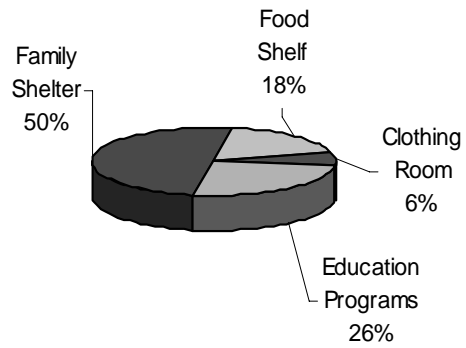
Program Grants	21,442
State & Federal Support	40,409
Special Events Revenue	5,315
Other Revenue	<u>4,689</u>
Total Revenue	<u>364,559</u>

Expenses

Compensation & Benefits	223,973
Program Direct Expenses	42,596
Building & Equipment Expenses	33,727
Printing, Telephone & Office	28,167
Other Expenses	<u>18,229</u>
Total Expenses	<u>346,692</u>

Operating Surplus	<u>17,867</u>
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2002 Haven Spending By Program



The Haven is a community supported organization offering help and hope for those struggling with homelessness and other issues of security and well-being. The Haven relies upon support from community members to carry out its mission.

"To whom much is given, much is required"
- Luke 12:48

And we hear from our donors....

For years I've admired the work that you do & the way you do it. Being modest about all the help you give without a lot of fanfare. God bless people like you.
P.R.

*Dear Haven,
I would like to give you 17 dollars to help you help people.*
Sincerely,
B.F.

Nice newsletter!! Thanks for the success stories. I've often wondered if we made a difference. We certainly do!!
T.H.

Dear Haven, I would like to give 15\$ dollars, because I know around this time of year you have a lot of mouths to feed and I know you will put this money to good use. Happy Holidays.
Love,
L.F.



Tom Ketteridge
Managing Director

Before coming to The Haven in 2000, Tom worked for White Mountains Insurance Group in Hanover for 6 years. Prior to that he worked in the biotechnology and pharmaceutical fields. Tom grew up on Long Island, and served in the Army for 3 years. He has a BS from SUNY at Stony Brook, an MBA from Rivier College, and is a CPA. He has lived in the Upper Valley since 1985, and currently lives in Lyme Center with his wife, Darlene, and Arrow. An avid runner, Tom ran the Marine Corps Marathon in Washington, D.C. in 1999.

Daphne Klein
Children's Advocate

Daphne loves working with and learning from children of all ages. She taught in public schools (special education and elementary classroom teacher) for 20 years, and she and her husband Steve have been foster parents for the past 16 years. Daphne is a Harvard graduate, and also has an M.Ed. from Lesley College and an M.S. in environmental studies from Antioch New England Graduate School. In her spare time, in any season, you will find her out in the woods, enjoying the show.

Gail Sisco
Office Administrator

Gail worked at the VA Hospital for nearly 20 years before coming to The Haven in 1997. In addition to her bookkeeping and general office duties, she enjoys assisting where needed in other areas of The Haven. She finds it truly rewarding to work in an environment where she can help those in need. Gail is a Vermont native and has lived in White River Junction since 1994 with her husband Jim and Pomeranians Willie Nelson and Little Bear. She has three sons and two grandchildren. Some of her favorite things to do are enjoying her family and flower gardening.

The Haven Staff

Mary Feeney
Shelter Manager

Mary has worked in various ministries of The Haven for the past 20 years. Along with her husband Paul, they serve as the host couple for The Haven, living on site and providing night coverage. The Haven is Mary's ministry and her home. Paul and Mary have three adult children, one teenager, and three grandchildren. Her other interests are her church community, gardening, quilting, entertaining in her home, and photography.



Arrow
Canine Coordinator

Arrow's father was a German Shepard/Lab mix, and his mother was a Vermont farm dog with a mix of many breeds. He was born in 2000 on a farm in Bethel. He loves to ride in vehicles, is very loyal, but is very shy with strangers. He loves playing with children and with other dogs.

Ruth Morgan
Shelter Advocate

Ruth attended Wheaton College where she studied sociology and education. Before joining The Haven in 2002, she worked as a case manager for Healthcare and Rehabilitative Services, working with families who were at risk of having their children removed from their homes. Prior to that she was a teacher's aide at both The Ray School and Crossroads Academy in Lyme. Ruth lives in Hanover with her husband Steve and daughter Sanna, who attends Hanover High. Her eldest daughter recently graduated from Syracuse University, and middle daughter Holly attends UNH.

Eva Langlois
Education Coordinator

Eva moved to New Hampshire from her native Massachusetts in 1996. She worked as a respite worker at Hannah House, and as a substitute teacher before joining The Haven in 1997 as Shelter Advocate. She became Education Coordinator in 1999. While in Massachusetts, she went back to school first to finish her undergraduate degree in English Literature at Smith College as an Ada Comstock Scholar, and then to earn her M. Ed. from UMass. She lives in Etna and has two grown sons, Dylan, who lives in New Orleans, and Shamus, who is married and lives in East Corinth, Vermont.

Barbara Henzel
Resource Coordinator

Barbara grew up in a small farming town in Ohio. After graduating with a BA in Anthropology from Oberlin College, she went to Arizona and spent two years as a VISTA volunteer on The Gila River Indian Reservation. She then traveled to Boston and worked in the mental health field and in public housing. Barbara came to the Upper Valley in 1970 and has worked for Planned Parenthood, The Norwich Day Care Center, and The Upper Valley Senior Center. She lives in the hills of Vermont with Alex (spouse), Toby (a great dog), and 21 laying hens (who live in their own house).

Construction of The Haven's New Home Begins

After several years of dreaming, praying, and planning, construction of The Haven's future home began on April 21st. The new site is immediately south of our current location on Hartford Avenue (Route 5) between White River Junction and Wilder.

Plans call for an 11,600 square foot, two story building. The Shelter will be located on the second floor, with room for eight families. The Food Shelf, Clothing Room, meeting space, staff offices, and a

chapel will be on the first floor. The building has been designed to enable The Haven to provide its services more effectively, efficiently, and abundantly.

The Haven will move its entire operation to the new facility when it is completed in early 2004. The existing building will be vacated. The disposition and future use of the existing building have not as yet been determined. The Haven Board and staff are evaluating several ideas for its use, but are also

currently seeking input from the community for their ideas, which should be directed to Managing Director Tom Ketteridge.

\$2.4 million was raised to pay for the expansion project during a capital campaign which reached its goal in February 2003. Funds received towards the expansion in excess of the goal will be added to The Haven's Endowment Fund to support Haven operations in the future. Please consider a generous gift to The Haven's Endowment Fund.