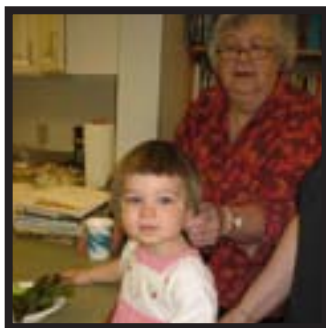


THE HAVEN



ANNUAL REPORT
2006

About the Haven

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 capability 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

From the Managing Director

Looking Back, Looking Forward

Six years ago, the Haven's budget was \$389,000. Our shelter could accommodate 4 families at a time, with an average of 13 guests per night. The food shelf was providing a week's worth of groceries to 6 families per day and free bread to an additional 8 families.



Now, the operating budget is \$630,000. Our shelter capacity is 8 families, with an average of 26 guests per night, 16 of them children. The food shelf now provides food for 15 families per day, and free bread and produce to 30 additional families. All of this is now happening in our beautiful new building, which we moved into in May of 2004.

Things certainly have changed in the six years since I joined the Haven. When I stop and reflect on this, it gives me a profound sense of confidence in the new road ahead for the Haven. The Haven took a big step when it decided to build its new facility. It also took a big leap of faith in the generosity of the Upper Valley community. With good reason: the Haven has met its fundraising goals every year since its opening 25 years ago.

Now, with the Haven's efforts to establish an adults-only shelter in the Upper Valley, a new round of growth and capacity building has begun. Soon, we will be launching a \$2.3 million capital campaign to build and partially endow the new shelter (over \$700,000 of which has already been raised). The Haven's annual operating budget will increase to nearly \$1 million. Do those dollar amounts seem challenging? Absolutely. Do we know where every dollar will come from? Of course not. But that is true every year, and yet we go on in faith. And I pray - I do a lot of praying. One of my favorite expressions is, "Work as if everything depends on you, and pray as if everything depends on God."

Then I remind myself of where we will end up. We will be providing a safe haven for an additional 24 men and women to rest their heads, a place where they can catch their breaths, and get the counsel they need to become productive, self-sufficient citizens. This is in addition to the 8 families at our family shelter.

If all we need to do to realize that vision is think big and work hard, then bring it on. But that is only part of the equation. The community needs to weigh in that they also feel this additional Haven ministry is important and support it, both during the upcoming capital campaign and in new or increased annual support of the Haven.

You haven't let us down yet. It is your generosity that has made the Haven go on for 25 years, and that makes it possible for us to help the many people who come to us for help day after day!!

-Tom Ketteridge

About the Haven

Haven Staff

Left to right- Top Row: Daphne Klein, Children's Advocate; Tom Ketteridge, Managing Director; Judy LaChance, Shelter Advocate; Jodi Turner, Shelter Advocate;
Middle Row: Sarah Sennott, Development Coordinator; Arrow, Canine Coordinator; Barbara Henzel, Resource Coordinator; Marie Alvin, Office Administrator; **Bottom Row:** Mary Feeney, Shelter Manager; Eva Langlois, Education Coordinator



Volunteers

The Haven thrives with the support of numerous volunteers from the community. This year, volunteer hours totaled 10,531. Volunteer opportunities range from serving on the Board of Directors to tutoring kids in the Haven's Homework Club and everywhere in between. Here are some of the endless ways volunteers help the Haven:

- sort through the 30,000 pounds of produce delivered to the Haven food shelf each year
- tutor and mentor homeless and at-risk school children
- design and maintain the Haven's perennial flower gardens
- teach homeless or at-risk women to knit, paint, communicate, cook, and laugh
- pick up and deliver food and bread from local churches and grocery stores
- organize food drives and fundraisers
- answer the phone
- make people feel at home when they come for food, bread, clothing, or counsel
- AND SO MUCH MORE!

VOLUNTEER BOARD OF DIRECTORS

ALEX NORTHERN
President, White River Junction

JIM ALBERGHINI
Norwich

JANE MCCARTHY
Hanover

REV. PATRICK MCCOY
1st Vice President, Norwich

EUGENE "RUSTY" BERNAL
Norwich

ROBERT "ROB" SENNOTT
North Pomfret

SARA DEMONT
2nd Vice President, Hartland

CLIFF DESROSIERS
Lebanon

TUCK FELLOWS:

JOSEPH "JAY" DAVIS
Treasurer, White River Junction

MARK DETZER
White River Junction

CHRISTOPHER EBE

JUDITH ESMAY
Secretary, Hanover

CATHERINE LACOMBE
Lebanon

MCLEAN WILSON

Haven Programs

The Family Shelter

Our shelter has the capacity to house 8 families. The typical stay is 2-3 months. Our dedicated staff works with each family on a variety of issues, including budgeting, parenting, communication skills, and their search for housing. Many families maintain contact with the Haven even after they leave, through the Haven's AfterCare and Educational programming.

Every family that stays in our shelter has their own, unique story:

- A couple and their four children. A year and a half ago, the father was in a terrible accident that caused severe memory loss, keeping him from maintaining employment. Through the generosity of community members, the family secured rent-free housing and fuel assistance for the winter within weeks of arriving at the Haven.
- A single mom with a one-year old daughter, escaping from an emotionally abusive relationship. The mother found support in the Haven's women and parenting groups. Their stay was longer than average at nearly six months, but she and her daughter are now enjoying living in permanent housing in Windsor.

MAKING STRIDES

Angi and her two daughters arrived at the Haven, fleeing an unsafe situation in the family home. "When you walk into the Haven, you are greeted with smiling friendly faces. I feel like I am part of a community that cares about me, that will celebrate the joys of new adventures." Angi moved into an apartment in White River Junction three months after moving to the Haven.

Three years later, Angi has maintained employment, despite her family's health issues (her eldest daughter has Spinabifida.) Angi has two associates degrees and has the dream of going to nursing school. Both of her daughters are regulars at the Haven Homework Club. Angi feels committed to giving back to the Haven. She recently attended the birth of a current shelter guest's fourth child. She co-facilitates the Parents Together support group and frequently helps out with child care during Women's Group. Education Coordinator, Eva Langlois says, "Angi always lifts the spirits of our shelter guests."

Angi and her two daughters, Ashley and Hali.

The New Adult Shelter

As a shelter that serves homeless families exclusively, we are forced to turn away adults unaccompanied by children nearly every day. To meet this growing need, the Haven is planning to build a new 24-bed adult shelter. The stories of people who will benefit from the opening of this new shelter echo those you read above. Stay tuned for updates on our progress very soon!

Haven Programs

The Food Shelf

The food shelf provides a week's worth of groceries for the entire family. Families and individuals in need of food are referred to the Haven by area churches, state and local agencies, health care workers, therapists and veteran's groups. A food shelf volunteer helps visitors pick out items they would like. Our shelves are commonly stacked with pasta, rice, cereal, peanut butter, jelly, and a large variety of canned goods. Visitors are also provided with meat, usually in the form of chicken or hot dogs. Bread and fresh produce are also available to all, without a referral.

Throughout the year, the Haven receives generous donations of food from individuals, businesses, churches and civic groups. However, there are many items we still must go out and buy. This year, the Haven spent over \$27,000 to purchase items for the food shelf. Over half of that amount was for meat. The Haven regularly buys food from the Vermont Food Bank, at the very reasonable price of 18 cents per pound.

WILLING HANDS

Nearly every day the Haven is blessed with a delivery of fresh produce. Offering such food makes the Haven food shelf unique, as most food banks are normally filled only with non-perishables. Fresh fruit, vegetables and flowers are a wonderful complement to the non-perishable items on our shelves.

This fresh produce program is largely made possible by Willing Hands Enterprises, an organization that collects discarded and excess produce from retail grocers, farms, farm stands, and wholesale distributors, and distributes that food to needy recipients and service organizations throughout the Upper Valley. Sterns Produce, Cedar Mountain Farms, and many other local farms also generously donate produce to the Haven food shelf.



Willing Hands workers deliver a fresh load of colorful produce.

THANK YOU WILLING HANDS!!!

The Clothing Room

The Haven organizes the many donations of clothing it receives and makes them available to anyone in need. Clothing for women, men, and children are available, including shoes, with the selection changing to meet the current season.

10,996 individuals received a week's worth of groceries from the Haven's food shelf this year. For more details on program statistics, see page 7.

The Haven never charges for its services.

Haven Programs

Education Programs

CHILDREN

Children are the focus of educational programming at the Haven. We believe that if the cycle of poverty is to be broken, it begins with the children. The Haven Homework Club is our flagship program, held Tuesday through Thursday during the school year. The Homework Club is made up mainly of current and former Haven shelter guests. A typical afternoon would see 10-12 children in attendance. It provides a relaxing environment for kids to get their homework done, under the supervision of adult helpers (two Haven staff and several volunteers).

On Mondays, Children's Enrichment programs are held. Each week, a different culture, art form, literary technique, or other interesting topic is explored. The Haven enjoys collaborating with a number of outside groups or individuals for Monday Enrichment. This year's highlights include:

- Planting a vegetable & flower garden with Vermont Master Gardeners
- Art projects with the Hood Museum
- Making Japanese puppets with the League of NH Craftsmen
- Kid's Yoga with a local Yoga Instructor

ADULTS

The Haven currently runs two support groups for adults, Parents Together and Women's Group. Participants are primarily current and former Haven shelter guests. This year, local family therapist Bob Higgins and former shelter guest Angi Bailey took turns moderating the parenting group. During two-hour sessions, participants learn techniques to improve their parenting skills and share recent child rearing experiences.

The Women's Group provides a safe, relaxing environment for women. It is an informal gathering whose agenda is determined by its members, and frequently includes craft work or cooking.

There is also ongoing informal education for our shelter guests. Each family works with staff members on basic living skills such as nutrition, budgeting, employment, and communication.

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

- Matthew 25:40



A former shelter guest working on her homework with a student volunteer.

Field Trips

VINS

Canoeing on the CT River

Northern Stage

Hopkins Center

Beach at Ogunquit, ME

Lake Pinneo

Butterfly Museum

Echo Science Center

and many more!!!



Local chef Dena Bray teaching a cooking class to the Women's Group. Bray regularly volunteers her time and talents for the Children's Enrichment and Women's Group programs.

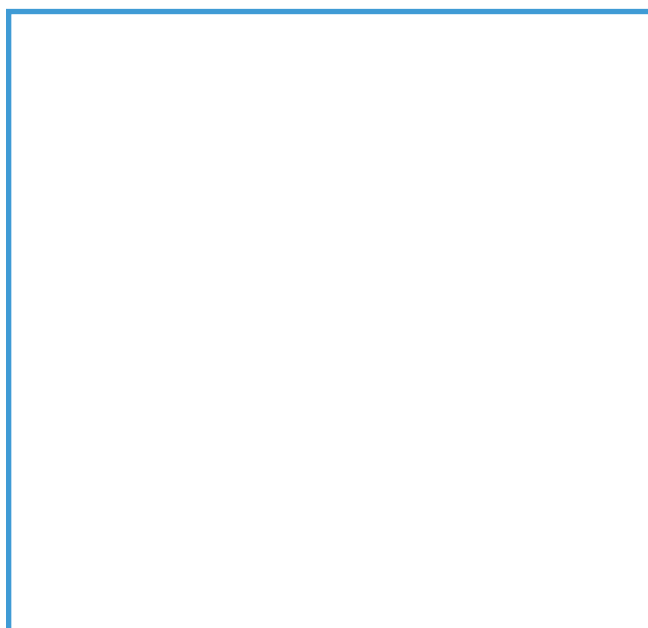
The Haven Operating Income Statement

Revenues	
Gifts from individuals	\$346,504
Private Foundation Gifts	64,250
Business Gifts	19,887
Church Gifts	23,243
Club & Organization Gifts	5,863
Total Fundraising Revenue	459,752
Program Grants	47,850
Government Grants	42,726
Special Events	20,269
Other Revenue	3,799
Total Revenue	574,396
Expenses	
Compensation & Benefits	319,583
Program Direct Expenses	53,486
Building & Equipment Expense	108,777
Printing, Telephone & Office	40,404
Other Expenses	27,987
Total Expenses	550,237
Operating Surplus	\$24,159

Program Statistics

<u>Shelter</u>	2006	2005
Total Individuals Housed	168	161
Families Housed	53	48
Children Housed	95	93
Average Persons/Night	26	23
Average Length of Stay (Days)	57	59
<u>Shelter Turnaways</u>		
Families	190	198
Children	352	379
Single Men	83	43
Single Women	94	48
Couples	40	26
<u>Food Shelf</u>		
Total Individuals Served	10,996	9,919
Percentage Children	41%	42%
Bread Program Visits	7,573	6,881
<u>Clothing Room Visits</u>	3,870	3,516
<u>Education (Contact Hours)</u>		
Children's Programs	6,096	4,782
Adult Programs	1,026	890

– The Haven's fiscal year runs from April 1st to March 31st –



A TYPICAL DAY AT THE HAVEN...



•8 HOMELESS FAMILIES RECEIVE SHELTER AND ADVOCACY



•15 FAMILIES RECEIVE A WEEK'S WORTH OF GROCERIES



•30 ADDITIONAL FAMILIES RECEIVE BREAD AND FRESH PRODUCE



•20 FAMILIES FIND SOMETHING IN THE HAVEN'S FREE CLOTHING ROOM



•10-12 HOMELESS OR AT-RISK YOUTH ARE TUTORED AND MENTORED

BE KIND. BE THOUGHTFUL. BE HELPFUL.



The Upper Valley Haven
713 Hartford Avenue
White River Junction, VT 05001
802-295-6500
www.uppervalleyhaven.org