I. Overview

Harbor Care is an integrated network of community programs that helps New Hampshire individuals and families find solutions to many of life’s most challenging issues and gain sustainable independence. Harbor Care is a collaboration of four New Hampshire non-profit agencies that share a common board of directors, CEO, and related infrastructure. This unique model helps Harbor Care provide a wide range of services in an efficient, innovative and collaborative way, further benefitting the people it serves and the wider community.

Vision

Harbor Care takes a holistic approach to community care which recognizes that individuality, dignity, good health and wellness, self-respect and a safe place to live are key to a person’s ability to contribute to society.

Who Harbor Care serves

Each year, about 5,000 of New Hampshire’s most vulnerable community members receive support from Harbor Care. In 2019, Harbor Care provided 2,000 people homes, 4,000 people access to health care, 700 people access to substance use disorder treatment and 250 people with HIV/AIDS case management and other support, just to name some of the services provided.

Harbor Care is made up of four non-profit organizations that serve people throughout Southern New Hampshire:

Harbor Homes, Inc. seeks to create and provide quality residential, health care, and supportive services to individuals and families who are experiencing homelessness and/or living with behavioral health disorders. It also operates Greater Nashua’s only Healthcare for the Homeless clinic, Harbor Care Health and Wellness Center.

Healthy at Home, Inc. seeks to enhance the lives of people with illness or injury through a cooperative relationship with the community, professional medical providers, and organizations that serve people in need of healthcare. Qualified staff provide affordable, high-quality home health care, personal care, and related services to adults and the elderly so that they can remain in their homes and maximize their independence.

Keystone Hall, also known as the Greater Nashua Council on Alcoholism, Inc., provides comprehensive substance use treatment and recovery services to individuals and families in a supportive environment while providing a strategic framework for substance use prevention in New Hampshire.

The Southern NH HIV/AIDS Task Force, Inc. increases the quality and availability of knowledge, services and resources in all matters relating to HIV infection and AIDS to the people in the Southern New Hampshire region, regardless of race, religion, ethnicity, disability, gender, age, or sexual orientation.

How Harbor Care serves
Securing resources and funding can be a challenge for many organizations providing services to underserved members of the community. Harbor Care seeks to alleviate that challenge by coordinating, collaborating and sharing resources whenever possible.

Each Harbor Care member is a separate legal entity with its own 501c3 status, mission, budget, and staff, yet by sharing back-end resources and collaborating to deliver services, together all entities achieve better client outcomes. This has been particularly successful whenever expertise in a particular subject matter is needed. If one agency can offer expertise to another, it reduces the overall administrative costs of each Harbor Care member agency and ensures more of every philanthropic dollar received goes directly to client care.

An array of services for those in need

One of the greatest benefits of working as one is it improves the Harbor Care’s ability to coordinate and deliver a comprehensive range of interventions that empower individuals and families, and ultimately build a stronger community. These services include:

- substance use disorder treatment, prevention, and recovery support services;
- primary and preventive healthcare;
- HIV/AIDS education, case management, supportive services, affordable housing, and prevention;
- health care and homemaking services for elderly, disabled, and home bound individuals;
- affordable and supportive housing solutions for individuals and families who are at risk of, or experiencing homelessness;
- training and workforce development for community members who are low-income or experiencing homelessness;
- and mental health treatment.

Harbor Care’s outcomes

With four distinct agencies offering a coordinated selection of services, Harbor Care has been able to achieve real and significant outcomes within Greater Nashua, NH in particular, with ripple effects statewide. Harbor Care member agencies have seen within their communities:

- A 97% decrease in unsheltered homelessness since 2005.
- Three years with no veteran experiencing long-term, unsheltered homelessness.
- A 25% reduction in annual opioid overdoses and overdose deaths in 2019, the lowest since 2015.
- A 94% decrease in chronic homelessness since 2005.
- 10 years with no individual with HIV/AIDS experiencing long-term, unsheltered homelessness.
96% of HIV/AIDS case management clients have achieved viral suppression, compared to a 
national average of 59.8%.

These are not just numbers, but real people whose lives have been changed for the better thanks to the 
hard work of these agencies, and continued funding from donors, foundations, and federal, state, and 
local governments.

II. Media Contacts

For media inquiries, please contact:

Vanessa Talasazan, Chief of Staff and Chief Strategy Officer
603-882-3616 x 1087
v.talasazan@nhpartnership.org

For more information go to www.nhpartnership.org.

III. Who We Are

Harbor Care and the member-agencies are governed by a shared volunteer Board of Directors which 
sets the long-term vision of the organization. Day-to-day leadership is overseen by a shared 
CEO/President, Peter Kelleher, as well as a team of C-suite executives and individual agency leaders.

Leadership

Peter Kelleher; President & CEO

Peter Kelleher provides strategic visioning, development, and oversight of more than 80 programs 
within the member agencies, comprising a $35+ million operating budget; proposal development 
resulting in approximately $225 million in grants; and oversight of 350+ management/direct care 
professionals.

Kelleher achieved his BA degree in psychology from Clark University and his master’s in social work from 
Simmons College School of Social Work. He has more than 40 years of experience in the field of health 
and human services, non-profit management, low-income housing and facility development.

Kelleher began his current career at Harbor Homes as the agency’s first employee in 1982. Under his 
vision, the Harbor Care model was born and nurtured, now serving 5,000 community members annually. 
His past positions include roles at MIT, Middlesex Community College, and the Massachusetts 
Tuberculosis Treatment Center. As the former Chair of the State Interagency Council on Homelessness, 
Kelleher has long been involved in shaping public policy in New Hampshire. He also serves as a board 
member of Bi-State Primary Care Association, on numerous local and state committees, and was a past 
New England representative to the Department of Veterans Affairs Advisory Committee on Homeless 
Veterans, providing advice to the Secretary of the Department of Veterans Affairs in regards to veteran 
homelessness issues on a federal level.

Kelleher is the recipient of numerous awards, recognizing his leadership and impact on the community.
Board of Directors

Harbor Care’s member-agencies are governed by a shared volunteer Board of Directors. The board envisions the future of Harbor Care member-agencies and the development of long-range goals and strategic priorities. The board ensures that appropriate resources exist to carry out the strategic priorities.

- Dan Sallet—Chair of the Board
- Rick Plante—Vice Chair
- Joel Jaffe—Secretary
- Laurie Goguen—Asst. Secretary
- Jared Freilich—Treasurer
- Ed McDonough—Asst. Treasurer
- Thomas I. Arnold, III
- Jack Balcom
- Vijay Bhatt
- Richard Carvalho
- Vincent Chamberlain
- Lanna Martin
- Trent Smith

Fact Sheets

1. Affordable, Supportive Housing

Creating Affordable and Supportive Housing for Those in Need

Harbor Care offers a wide range of opportunities for safe, affordable and supportive housing, and transitional housing to assist individuals in moving from homelessness to sustainable, independent housing. Harbor Care has programs that not only help individuals find housing, but also address the underlying causes of homelessness.

The results of these efforts have been a 97% decrease in unsheltered homelessness since 2005 and an effective end to unsheltered veteran homelessness in the Greater Nashua area for the past three years.

Harbor Homes

Using the proven model of supportive transition to permanent housing, Harbor Homes secures housing for approximately 1,000 individuals and family members each year through the agency’s more than 500 units of crisis, transitional, permanent supportive, and income-based rental housing and homeless prevention/rapid rehousing services.

During 2018 and 2019, the agency’s Permanent Supportive Housing program gained access to 84 new housing vouchers for individuals with disabilities to live independently. A voucher helps cover rent, along with gaining the client access to the many Harbor Care services.
In addition, Harbor Homes’ Veterans FIRST program annually ensures safe housing for approximately 450 veterans and family members within apartments scattered throughout the state as well as five dedicated facilities in Nashua, Manchester, Plymouth, and Claremont. Veterans FIRST also provides supportive services such as employment and case management. Boulder Point Veterans Housing, which opened in summer 2019, offers 30 units of permanent supportive housing. The Veterans FIRST programs help ensure no veteran remains homeless, and Boulder Point is an essential step in effectively ending veteran homelessness statewide, which has already been achieved in Greater Nashua.

Keystone Hall

Agency partner Keystone Hall’s Cynthia Day Family Center program provides hope for women in recovery. The program provides residential treatment services for at-risk substance using females that are pregnant, postpartum or parenting. The program is one of only two in NH, and is designed to help families achieve self-sufficiency and recovery as a unit.

Southern NH HIV/AIDS Task Force

The Southern NH HIV/AIDS Task Force works with the City of Nashua, State of NH, and Boston Public Health Department to ensure that low-income vulnerable community members living with HIV/AIDS not only have access to comprehensive medical care, but also critically need items like housing. Through two federally-funded Housing of Persons with AIDS grants, the Task Force has helped Nashua realize an effective end to homelessness among those living with HIV/AIDS.

Healthy at Home

Healthy at Home works closely with all partners in a home-bound individual’s care to develop a comprehensive plan, ensuring that the individual, the individual’s loved ones, medical service providers, and health care organizations are included in health care decisions so that an individual is empowered to remain in their own home. Services range from care for individuals with dementia or Alzheimer’s to personal care and homemaking.

For more information about Harbor Care’s affordable and sustainable housing programs, go to www.harborcarenh.org.

2. Substance Use Treatment

Addressing Substance Use and Offering Hope for Those in Recovery

The prominence of opioid use throughout New Hampshire has highlighted the need for compassionate and comprehensive substance use and recovery programs. Harbor Care is working to meet those needs via a range of local services aimed at addressing all aspects of substance use.

Keystone Hall

Agency partner Keystone Hall’s comprehensive residential and outpatient substance use disorder treatment services has provided the gift of recovery to more than 12,000 people since inception. The only comprehensive licensed residential treatment facility in the region, Keystone Hall is a critical community resource that serves primarily those who are underinsured or uninsured, and unable to
successfully live in the community given the severe nature of their substance use. Working with partner agency Harbor Homes, a new specialized Methamphetamine Use Disorder treatment and recovery program was recently launched, as well as on-site and integrated Medication Assisted Treatment.

**Harbor Homes**

Harbor Homes offers supplemental services in addition to its housing programs, including Medication Assisted Treatment, primary health care, crisis response, workforce development, employment assistance, case management, substance use treatment, and behavioral health treatment, to name a few. These supplemental services help clients reach independence and restore dignity.

**HIV/AIDS Task Force**

The HIV/AIDS Task Force Syringe Services Program (SSP), SSANA, is a community-based program that provides free access to sterile needles and syringes and facilitates the safe disposal of used needles and syringes. In addition, the program provides comprehensive harm reduction services such as safe disposal containers for needles and syringes, education regarding safe injection practices to reduce additional health complications, and HIV and hepatitis testing.

For more information about the Harbor Care’s substance use and recovery programs, go to [www.harborcarenh.org](http://www.harborcarenh.org).

3. Health Care and Behavioral Health Service

**Providing Comprehensive Health Services**

Many people in New Hampshire face barriers to health care and behavioral health services, including cost. Whether it’s providing direct services or serving as a case manager, Harbor Care is working to break down barriers to better health and wellness.

**Harbor Homes**

Agency partner Harbor Homes operates the Harbor Care Health and Wellness Center, the only stand-alone Federally Qualified Health Center for the Homeless in New Hampshire. The Center offers primary care, behavioral health care including psychiatry and Medication Assisted Treatment, and a mobile health unit. In addition to primary and behavioral care, the center can connect people to comprehensive economic and social support. Dental services are expected to re-open in the latter half of 2020.

**Healthy at Home**

Healthy at Home works closely with all partners in an individual’s care to develop a comprehensive plan, ensuring that the individual, their loved ones, medical service providers, and health care organizations are included in health care decisions so that an individual is empowered to remain in their own home. Services include:

- Skilled nursing care
- Rehabilitation care
• Specialty care, such as wound care, and with complicated co-morbid cases of physical and mental disability.

• Alzheimer's and dementia care

• Personal care services and homemaking, such as light housekeeping, preparing grocery lists, and meal preparation.

**HIV/AIDS Task Force**

The HIV/AIDS Task Force provides case management, nutritional services, testing and other services. All direct care services are offered in both English and Spanish (at the Nashua office) and are free to New Hampshire residents living with HIV/AIDS whose household is at or below 500% of the Federal Poverty Level.

Thanks to the work the HIV/AIDS Task Force has done since its founding in 1997, 96% of HIV/AIDS case management clients have achieved viral suppression as compared to the national average of 59.8%.

For more information about Harbor Care’s health care and behavioral health services programs, go to [www.harborcarenh.org](http://www.harborcarenh.org).

4. Veterans’ Services

**Working to End Veteran Homelessness in New Hampshire**

The Veterans FIRST programs help ensure no veteran remains homeless in New Hampshire, and its most recent addition of Boulder Point Veterans Housing is an essential step in effectively ending veteran homelessness statewide, which has already been achieved in Greater Nashua.

**Veteran Programs**

Harbor Homes offers a comprehensive slate of services aimed at achieving the end of veteran homelessness in New Hampshire. The Veterans FIRST programs each year house approximately 450 veterans and family members through five facilities and the provision of financial assistance to secure individual apartments throughout New Hampshire.

Beyond providing housing and housing essentials, the program offers case management services that connect veterans with benefits and entitlements. Additional services are also available, including transportation, employment services, health care, legal assistance, and more.

Veterans FIRST also offers support for families through the Supportive Services for Veteran Families program (SSVF), which provides financial assistance to veteran families at-risk of homelessness, as well as the Homeless Veterans Reintegration Program (HVRP), providing employment services.

Boulder Point Veterans Housing opened the summer of 2019 in Plymouth, NH and offers 30 units of permanent supportive housing. Harbor Care’s Veterans FiRST programs help ensure no veteran remains homeless in NH. Thank you to all the donors who made this a reality!
Successful Outcomes

Paul is a veteran who received two purple hearts in the Korean War, worked for 40 years in a steel mill to support his family, and retired with his wife, Sharon. But at 85, he and his wife found themselves homeless. After losing their home, they had few options; none were permanent.

Two years passed before they found a stable home—when they became the first residents of Boulder Point Veterans Housing, Harbor Care’s permanent supportive housing for veterans in northern New Hampshire. Paul likes that his new home is across the street from the market and his visiting nurse and enjoys living with other veterans. Most importantly, Paul now has a place of his own.

For more information about Harbor Care’s veteran services programs, go to www.harborcarenh.org.

Frequently Asked Questions

What is the Harbor Care’s service area?

Harbor Care serves people statewide, with a focus in the Greater Nashua and Manchester areas and in communities in Central and Southern New Hampshire. It has offices and facilities in Nashua, Manchester, Concord, Keene, Claremont, Salem, Antrim, Plymouth, and Brentwood.

How many people does Harbor Care serve?

In 2019, Harbor Care served approximately 5,000 individuals and families.

How do people obtain these services?

Harbor Care offers a continuum of programs including vital housing, healthcare, mental health and substance use treatment, home care, veteran services, HIV/AIDS specialty care, and supportive services to help individuals secure and maintain housing, health, and independence. No one is turned away due to an inability to pay.

Those who are in crisis and need help can visit any Harbor Care location, call one of our locations, or email hope@harborcarenh.org.

What is the Harbor Care’s annual budget?

In fiscal year 2020 (July 1, 2019 – June 30, 2020), Harbor Care had $40.6 million in revenue and $39.2 million in expenses (incl. depreciation).

Where does Harbor Care get its funding?

Harbor Care is primarily grant funded, with more than 70% of revenue achieved through federal, state, local, and foundation grants. The largest government funders include the US Departments of Veteran Affairs; Health Resources and Services Administration; Housing and Urban Development; Substance Abuse and Mental Health Services Administration; as well as the State of New Hampshire and the City of Nashua. Foundation funders include The Arthur J.R. & Olive G. Dobles Foundation, Bank of America Foundation, Meredith Village Savings Bank Fund, Cogswell Benevolent Trust, Aids United, and the Disabled American Veterans Charitable Service Trust. The remaining 30% of funds is attributed to reimbursement for services rendered from health insurance providers, client rents, and donations from individuals and companies.
Can I donate to Harbor Care?

Yes, call 603-882-3616 or visit www.harborcarenh.org to give. Harbor Care accepts financial donations that will go towards furthering our services in the community. Comprised of four 501(c)(3) public charities, your gift may entitle you to receive a charitable tax deduction that can provide you with potential savings on this year’s tax return.

Are there volunteer opportunities?

Yes, Harbor Care welcomes the opportunity for partnership, and volunteer opportunities are numerous and varied. Harbor Care’s volunteer coordinator can customize opportunities based on volunteers’ interests and abilities year-round.

Operating more than 30 properties, the in-house maintenance team is always in need of an extra hand with landscaping, painting, small construction projects like ramp building, helping clients move in and out of facilities, and other small projects.

Other opportunities include day-long events for needed yard work or maintenance projects; serving at the annual Thanksgiving Dinner for the Homeless; help with IT, accounting, human resources, and development projects; and volunteers for the Ending Homelessness Fund Committee, which raises funds for the Harbor Care’s numerous housing programs. Individuals interested in Board Service are especially encouraged to reach out to Harbor Care at p.kelleher@nhpartnership.org or volunteer@nhpartnership.org.