



Harbor Care

Celebrating 40 Years: Ending Homelessness. Transforming Lives.



2021
Annual
Report

Our Impact

In 2021, Harbor Care supported more than 5,000 individuals and families to access safe housing, medical, dental, and mental health care, substance misuse treatment, employment services, food, transportation, and other critical supports.

1,000+

individuals and families at-risk of or experiencing homelessness accessed or maintained safe housing.

76

people who were chronically homeless accessed permanent housing.

2,681

individuals, including **362 children**, received medical, mental health, and dental care.

181

individuals received home health care, allowing them to age in place and avoid hospitalization or institution.

223

individuals living with HIV/AIDS accessed critical care and supports.

506

veterans and families accessed secure housing, medical, dental, and mental health care, substance misuse treatment, employment services, and other vital supports.

2,361

COVID-19 vaccinations provided.

446

community members received substance misuse treatment services, including at our Cynthia Day Family Center for pregnant and parenting women.

20

substance misuse Recovery Community Organizations across NH received training and capacity-building, enrolling **1,824** individuals in recovery care.



Poverty is Not a Permanent Condition

A Message from our Leadership

Consider this: If you live in Nashua's most affluent area, you can expect to live past the age of 83. However, if you reside in the city's lowest-income area, your life expectancy is 64 years. *Nearly 20 years less.*

Every day at Harbor Care, we see how poverty impacts the health and wellbeing of community members in Nashua and across New Hampshire.

We are committed to improving the lives of these individuals and families through stable housing, quality health care, and critical supports.

The challenges faced by those we serve may be complex, but they are solvable. Poverty need not be a permanent condition.

As we carry our mission forward, we are focused on ending homelessness, ensuring access to vital and integrated care, fostering greater economic empowerment, and creating opportunities to break the cycle of poverty.

We are grateful to our community that supports these efforts and shares our vision where everyone has the opportunity to live safe, stable, and healthy lives, filled with purpose, respect, and dignity.



Peter Kelleher
President and CEO



Dan Sallet
Board Chair



Change Starts with the Dignity of a Home

Shawn grew up in the foster care system.

He had his first drink at age 14 and has battled alcohol and chronic homelessness ever since. "I was in so much pain I just kept drinking myself stupid."

For twenty-five years Shawn bounced in and out of shelters, stayed at the library, and lived in tents. One winter his feet were badly frostbitten and he couldn't walk. **"The best way to get warm was to get arrested."**

After being arrested dozens of times, the court ordered Shawn to see a therapist and access treatment for his substance misuse. He was connected to [Harbor Care Health and Wellness Center](#), including medication assisted treatment (MAT) for his addiction. This was pivotal to Shawn's recovery. "It changed my life."

Shawn learned he was bipolar and that substance misuse and bipolar disorder often go together.

"My therapist started planting little seeds of hope in me. I started going to AA meetings. **Something was beginning to change for the better in me.**"

Although he was on a road to recovery, Shawn's past continued to haunt him. His arrest record, mainly for disorderly conduct when intoxicated, was acting as a major barrier to finding housing.

Then his luck turned. Harbor Care opened a new nine-unit apartment complex in Nashua. Shawn was overwhelmed with emotion the day he received the key to his apartment. He knew all the work he had done was worth it.

A key part of Shawn's recovery is Zoe, his emotional support dog. "She's the center of my life."

Shawn is more than a year sober, and grateful to have stability in his life. "The way bipolar disorder and alcohol partner to destroy a life, MAT and stable housing partner to save it."

In 2021, Harbor Care's frontline housing teams helped 76 individuals and families who were chronically homeless move into permanent housing in greater Nashua.

[Read more →](#)

“She's the center of my life.”

Shawn with Zoe, his emotional support dog.



Harbor Care is one of the largest builders and suppliers of supportive housing for people experiencing or at-risk of homelessness in New Hampshire. **With community support,** we provide affordable, supportive housing to more than **1,000** individuals and families, including **250** children and **450** veterans each year. We take a “housing-first” approach to create necessary stability for individuals and families.

Harbor Care is committed to ending chronic homelessness in greater Nashua and veteran homelessness across New Hampshire. Change starts with the dignity of a home.



Dawn spent two decades battling addiction and homelessness. Today, she lives in her own place with her three kids. She's three years sober, a second-year college student, member of the dean's list, and plans on becoming a forensic psychologist.

[Read more →](#)

“ There are no words to describe how blessed I feel to be able to have this second chance. If I hadn't changed I'd probably be dead or in jail. ”



Dawn at home with her three children.

Helping the Most Vulnerable Access Care

Harbor Care Health & Wellness Center

Provides medical, dental, and mental health care, substance misuse treatment, and HIV/AIDS care coordination to nearly 3,000 individuals and families who are low-income. We specialize in serving those at-risk of or experiencing homelessness. Three-out-of-four individuals we serve live in extreme poverty.

In 2021:

- 93%** of individuals served were low-income.
- 1,752** accessed mental and behavioral health care.
- 1,333** patients accessed primary care.
- 480** individuals received dental care.
- 2,361** COVID-19 vaccinations, including 33% to children and 35% to people of color.
- \$1M+** provided in free care to individuals living in poverty.



Vaccinating Vulnerable Populations

Harbor Care hosted weekly COVID-19 vaccination clinics, and our mobile health teams provided community-based clinics to reach vulnerable and underserved community members, including children.

We partnered with several local organizations including the Nashua Police Athletic League, Elks Crusaders, Nashua Children's Home, and Gateways Community Services on vaccination clinics. The YMCA of Greater Nashua and Harbor Care forged a formal partnership to provide [community outreach](#), education and vaccinations for both COVID-19 and the flu.

In 2021, we delivered **2,361** vaccinations, including **33%** to children and **35%** to people of color.

Ali Cali Photos



Helping the Most Vulnerable Access Care (continued)

Delivering Essential Dental Care

Harbor Care's dental clinic is a critical service at our [Health and Wellness Center](#), providing preventive care, fillings, cleanings, fluoride treatments, extractions, dentures, and more.

Access to quality dental care can be very challenging for individuals and families who are low-income. Most dental practices only accept private insurance, and paying out-of-pocket is simply not an option. Lack of care can often lead to long term health implications, significant pain, and loss of teeth. Missing teeth can have a real impact on a person's self-esteem, diet, and ability to get a job.

In 2021, Harbor Care provided **480** individuals, including many experiencing homelessness, with critical dental care.

Expanded Access to Care

Breaking down access-barriers to necessary care is critical to improve the health, wellbeing, and vitality of our most vulnerable community members. Implementation and expansion of telehealth services since the pandemic's start has become an important resource in this effort. Telehealth not only overcomes barriers, such as

lack of transportation and mobility challenges, it supports our ability to integrate services across health care, housing, and other vital supports.

Our school-based services are bringing medical, dental, and mental health care, along with other social services, onto school grounds. This helps keep children healthy and in school, supporting their opportunities to learn and develop with their peers.

Healthy at Home

Every day, our home and healthcare staff ensure the health, wellbeing, and independence of vulnerable community members who are homebound, low-income, and underinsured. In 2021 we served **181** individuals – in their own home – with skilled nursing, physical and occupational therapy, daily living care, and supports, as well as providing in-home COVID-19 vaccinations. COVID-19 has had a devastating impact on long-term care facilities, highlighting the importance of quality in-home care.

Without [Healthy at Home](#), the individuals we serve couldn't afford such care and could be forced to move into a nursing home.



Veterans FIRST: Committed to Serving Those Who Have Served

Each year, Harbor Care's Veterans FIRST program works with more than 400 veterans and their families across New Hampshire to provide housing, medical, dental, mental health care, substance misuse treatment, employment services, and other critical supports. Harbor Care is committed to ending veteran homelessness in New Hampshire. Last year, Veterans FIRST helped 263 veterans experiencing or at-risk of homelessness to access stable housing.

Christina, a former Marine, struggled significantly with her mental health. She lost her job and tried to take her own life. On the brink of homelessness, she sought help and moved into Harbor Care's transitional housing program for veterans.

With stable housing, Christina was able to focus on getting better, accessing Harbor Care's mental health services. Then she learned she was pregnant. **"I took it as an opportunity to change my life. It's not just about me anymore."**

Becoming a mom empowered Christina. She sought out early-childhood development for her son, Junior. She became a volunteer parent advocate with NH Department of Children, Youth, and Families. She secured community garden beds for the veteran residents to grow their own food.

Last August, Christina and Junior moved into their own apartment.



Christina and Junior

[Read more →](#)



Ali Cali Photo



[Read more →](#)

Helping Veterans Back into the Workforce

Paul has always enjoyed working with his hands. For sixteen years he served as a mechanic in two U.S. Military branches, including a 12-month deployment to Afghanistan.

Back in civilian life, Paul lost his job when the company he worked for was sold. Unable to find immediate work, Paul and his girlfriend, Amanda, were on the verge of homelessness. That's when the two moved into an apartment at Buckingham Place, one of Harbor Care's [three transitional housing complexes for veterans](#).

Paul worked with Harbor Care's employment and job training team, Andrea and Rick. Rick helped Paul to update his resume, and Andrea reached out to a contact she thought would be a good fit for Paul's skills and interests. That day Paul met with Keith Leavitt, owner of [Keith Leavitt Masonry](#), for an interview. By evening, Paul had a job.

Paul is now a second-year masonry apprentice and enjoys the trade. His employer, Keith, greatly values Paul for both his work ethic and attitude. "Eighty-

percent of life is just showing up," states Keith. "Paul always shows up. When he started, he didn't have a vehicle. He had to walk to work whether it was sunny, raining, or snowing."

Keith has become a mentor to Paul. "Having a boss like Keith is like a ladder helping me climb over that wall. He wants me to succeed. It's brought my feeling of self-worth way up."

With stability, supports, and increased confidence, Paul is focused on climbing that ladder. He plans on becoming a Master Mason. Paul and Amanda moved into their own apartment this past year. Now they are taking steps towards buying their own home.

"I'm proud of where I'm at and who I've become."

Each year, Harbor Care's employment and job training program works with more than 100 veterans experiencing, or at-risk of homelessness to re-enter the workforce. Since 2008, **the program has helped more than 1,000 veterans secure employment.**

[Read more →](#)



Ali Cali Photo

Paul's goal is to become a Master Mason.

Finding Strength Through Recovery

Harbor Care's substance misuse treatment services supported more than 2,200 individuals on their recovery journey in 2021. Comprehensive services offered at our residential treatment center, [Keystone Hall](#), include residential services for pregnant and parenting women through our [Cynthia Day Family Center](#), as well as outpatient services, medication assisted treatment, peer-support, mental health, and medical and dental care. Harbor Care also provides coaching, capacity-building, and technical support to 20 locally-based Community Recovery Organizations across New Hampshire.



Tura playing with Maddox in their front yard.

Ali Cali Photo

Tura was in a serious car accident in her mid-20's and spent a month in the hospital under intense pain medication. The medicine stopped when she was discharged. Tura went through serious withdrawals with constant nausea. A friend told her she was "dope-sick" and knew what would help.

That day, Tura bought her first dose of heroin and became hooked on opioids. She would enter treatment three different times, the first two under court order. Each time she relapsed.

Tura was forced into treatment again after giving birth to her son, Maddox. She entered Harbor Care's Cynthia Day Family Center for pregnant and parenting women. She spent nine months at Cynthia Day Family Center and accessed important therapy and supports. When Tura left, she felt she was in a solid place in her recovery. She moved away from her support system and relapsed again.

Tura lost custody of her son, a critical turning point in her recovery journey. She checked back into Cynthia Day Family Center, this time completely on her own accord, determined to have recovery stick, and get her son back.

She did the work. While still living at the center, she was hired as a manager at a local restaurant chain. Tura felt a sense of empowerment for the first time in her life. Then she regained custody of Maddox.

"I did it on my own this time. I feel independent, I'm a strong woman. I was never strong before."

Tura and Maddox now have their own apartment. She works full time, and continues to access counseling and care, determined to succeed, and raise her son in a stable home.

[Read more →](#)

Corporate, Foundation, and Public Support

We deeply appreciate the distinguished support of our public, private foundation, and corporate partners in 2021.

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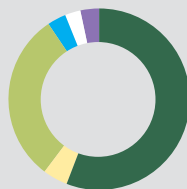
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Revenue

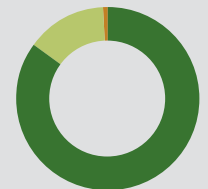
Federal & State Grants and Funding	\$ 21,529,803
Philanthropy	\$ 1,638,914
Patient Services	\$ 11,681,323
Rent & Service Charges	\$ 1,305,000
Other	\$ 1,071,800
Subtotal	\$ 37,226,840



CARES Act	\$ 1,184,588
Total	\$ 38,411,428

Expenses

Programs	\$ 32,455,229
Administrative	\$ 5,413,000
Fundraising	\$ 289,276
Total	\$ 38,157,505



The above numbers reflect the audited 2021 fiscal year (July 1, 2020 to June 30, 2021).



Harbor Care

Our vision is one where everyone is able to live safe, stable, and healthy lives, filled with purpose, respect and dignity.

Poverty is Not a Permanent Condition

At Harbor Care we **improve the lives** of individuals and families in need by providing stable housing, medical and mental health care, substance misuse treatment, and other vital services.

With your support, we create stability and opportunity for individuals and families to thrive.

Together, we foster a better community for all.

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