

Nashua Center

Annual Report 2025

GROWING STRONGER REACHING HIGHER



About Nashua Center

Our Mission

Nashua Center is committed to providing the highest quality of specialized care and support to each individual served while promoting growth in independence.

Where Independence Grows

For more than 50 years, Nashua Center has been providing opportunities for people with disabilities to live full, meaningful lives. Rooted in our mission of dignity, independence, and choice, we serve children, adults, and families across southern New Hampshire with care that is personalized, inclusive, and community-based.

We believe every individual has gifts to share and potential to reach. Our programs reflect that belief:

Early Supports & Services (The Children's Pyramid, ages birth—3): Helping young children and families build strong foundations through early intervention, therapy, and family support. Services include developmental guidance as well as speech, occupational, and physical therapy.

Day Services: Providing adults with opportunities for learning, community participation, social connection, and personal growth.

LIFE-OP: Offering skill development, workforce readiness, and meaningful activities that build independence and confidence.

Residential Services: Creating safe, supportive living options through group homes and Enhanced Family Care (EFC) providers who open their homes and offer individualized care in family settings.

Across these programs, our dedicated staff, Direct Support Professionals (DSPs), EFC providers, and therapy team work alongside individuals and families to ensure that every person we serve has the opportunity to live, learn, work, and thrive in their community.

Welcome to Our FY25 Annual Report

This report shares the story of a year filled with growth, resilience, and progress. Inside, you'll find highlights of how we supported over 300 individuals, celebrated the people who make Nashua Center special, and worked with our community to strengthen programs and opportunities. Guided by our theme "*Growing Stronger, Reaching Higher,*" these pages reflect what we've accomplished together — and the impact your support makes possible.

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Together, We Make Independence Possible

A message from Wes O'Bryan, Board Chair, and Emily Manire, Executive Director

Dear Friends,

This year, Nashua Center embraced the theme of "*Growing Stronger, Reaching Higher.*" Together with your support, we built on more than 50 years of service to create new opportunities for the over 300 children and adults who count on us.

FY25 was a year of important milestones — from securing our permanent home at 18 Simon Street after 31 years of leasing, to launching new ways to strengthen our workforce, to elevating the voices of clients and families through our *Community Advocacy Network (CAN)*. We also came together in celebration at *Taste of the Towns*, where the generosity of our community reminded us of what's possible when we work side by side.

As you read this report, we hope you'll see not only the progress made, but also the heart and dedication behind every step. None of this would be possible without you — our partners, donors, staff, providers, and friends — who continue to believe in dignity, independence, and choice for all.

Thank you for helping Nashua Center grow stronger and reach higher every day.

With gratitude,

Wes O'Bryar Board Chair Emily K. Manure
Executive Director

FY25 at a Glance

FY25 was a year of transformation for Nashua Center. Guided by our mission of dignity, independence, and choice — and by the priorities in our Strategic Plan — we invested in our people, expanded programs, strengthened advocacy, and secured a permanent home after more than three decades of leasing.



A Home for Good – Rooted in Community

One of the most significant milestones in FY25 was the purchase of our permanent headquarters at 18 Simon Street. After leasing this property for 31 years, Nashua Center now owns a place we can truly call home. With the support of Millyard Bank as our lending partner, we secured the building for \$1.55 million — an investment that ensures stability and strengthens the foundation for decades of service to come.

Owning our building allows us to preserve a familiar, welcoming environment while also planning for future needs. It gives us flexibility to adapt spaces, confidence in long-term planning, and a visible, lasting presence in the heart of our community. This step marks the beginning of an exciting new chapter for Nashua Center: a permanent home where we will continue to grow stronger and reach higher for those we serve.

In the coming year, we will partner with experts to explore how best to enhance our facility, ensuring it continues to serve as a vibrant home for programs, services, and community gatherings.

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Growing Stronger Across Our Strategic Plan

The purchase of 18 Simon Street was more than a real estate decision — it reflected the strength of Nashua Center today and our readiness for tomorrow. That same spirit of growth and foresight carried through every part of our Strategic Plan this year, as we expanded programs, invested in our workforce, strengthened governance, and built greater financial stability.

Opening Doors, Building Pathways in Programs & Services

Across Residential Services, Day Services, LIFE-OP, and The Children's Pyramid (TCP), Nashua Center expanded access and strengthened quality.

- **Residential Services** welcomed new residents and supported several transitions, including the closure of the Beard Street group home and the move to a Gateways-owned home on Upstone Street. With careful planning, we ensured stability and comfort for each individual and continued managing a residential waitlist.
- The Children's Pyramid (TCP) added therapists, Developmental Specialists, and family support staff, replacing retirements and expanding capacity to take in new referrals.
- **Day Services and LIFE-OP** provided meaningful community-based activities, skill development, and social connection. We also explored new service options, including a music therapy pilot and enhanced individualized budgets under updated state opportunities.

Together, these expansions reflect Nashua Center's commitment to meeting people where they are, supporting individual goals, and building inclusive communities of belonging.

Behind the Scenes, Building Lasting Strength

Not all progress is visible day to day, but much of FY25 was dedicated to strengthening Nashua Center's infrastructure and systems of accountability.

- **Billing** Contracted with MITC to implement internal direct billing for adult programs, with training beginning in February 2025.
- **Compliance** The Compliance Committee worked diligently to update policies across development, finance, and program areas. A revised employee handbook was finalized with support from McLane Law Firm.
- **Auditing** File audits for developmental disability and acquired brain injury clients, as well as Early Support Services were completed and submitted for state review, with 100% compliance. This demonstrates the strengths of the program support.
- **Facilities** The Facilities Committee advanced discussions on long-term needs and worked with Finance to prepare for the successful purchase of 18 Simon Street.

These steps strengthen the foundation of Nashua Center, ensuring that the organization remains accountable, resilient, and ready for the future.

Leadership that Strengthens Tomorrow

Leadership was another area of significant progress. Nashua Center's Board of Directors grew from 12 to 15 members, with bylaws updated to allow up to 21 in the future. We welcomed three new directors — Matthew Gish, Erik Liguori, and Mark Sutton — each bringing valuable expertise in business leadership, financial strategy, and organizational growth. Their perspectives, combined with the dedication of our continuing members, strengthen our governance and ensure a stable foundation for the years ahead.

The Board also introduced an Advisory Board role to retain the knowledge and experience of long-serving members whose terms will conclude in the coming years. Meanwhile, Governance, Finance, Facilities, Compliance, and Development Committees all played active roles in shaping policies, addressing organizational needs, and guiding Nashua Center through a year of growth and change.



MATTHEW GISH

Matthew Gish is the founder and owner of Advanced Comfort, LLC, a well-established HVAC company based in Allenstown, NH. As a business owner, Matthew brings hands-on experience in operations, workforce management, and long-term planning. His practical approach to leadership, combined with a strong focus on service quality and business growth, offers valuable perspective to Nashua Center's board as it supports the organization's strategic direction and sustainability.



ERIK LIGUORI

Erik Liguori serves as President of Brown & Brown's New Hampshire and Maine operations, one of the nation's leading insurance brokerage firms. He brings experience in business operations, team leadership, and client strategy, with a strong focus on aligning services to meet evolving needs. Erik's ability to guide organizational direction and support thoughtful decision-making will be a valuable asset to the Board as it helps shape Nashua Center's long-term vision and sustainability.



MARK SUTTON

Mark Sutton is Vice President and Senior Portfolio Manager at Enterprise Bank, where he focuses on investment strategy and financial services. Known for his thoughtful approach and sound fiscal management, Mark supports clients in reaching long-term goals through strategic planning and financial discipline. His expertise will help ensure the Board remains focused on fiscal responsibility and sustainable growth.

Investing in People, Empowering Growth

Direct Support Professionals (DSPs) and Enhanced Family Care (EFC) providers are the heart of Nashua Center. Workforce challenges remain a reality across the sector, but we responded with innovation and care.

- Partnered with Gateways Community Services, NH Songa, and the Bureau of Developmental Services to pilot recruitment efforts within immigrant communities.
- Participated in a three-month DSP Magnet training program, exploring creative strategies to strengthen messaging and attract staff.
- Began the transition to MITC direct billing, giving program staff new tools to improve efficiency and accuracy while strengthening long-term sustainability.
- Implemented leadership evaluations, professional development opportunities, and online onboarding systems to support retention and growth.

At the same time, we celebrated and recognized the extraordinary commitment of our staff, from DSP Appreciation Week in September to monthly Service Awards — culminating in the Golden Service Award presented to Jennifer Ruiz, Lead DSP, for her remarkable dedication, advocacy, and leadership.

Honoring Excellence –

Golden Service Award

The Golden Service Award, Nashua Center's highest honor, recognizes employees who demonstrate extraordinary dedication, integrity, and compassion. In FY25, this award was presented to Jennifer Ruiz, Lead Direct Support Professional, whose work continues to embody the mission and values of Nashua Center. Known for her positive spirit and the care she shows each individual, Jen creates spaces where clients feel respected, included, and empowered. Her Craft and Cooking Classes became favorite activities this year, encouraging creativity, skill building, and independence.

Jen also distinguished herself as a mentor and advocate, offering guidance to colleagues and ensuring the voices of clients were always heard. Her example of leadership

and advocacy uplifted both clients and staff, strengthening the entire Nashua Center community. The Golden Service Award recognized Jen not just for her exceptional work in FY25, but for the lasting impact she makes each day.

Stronger Together – Advocating and Celebrating as a Community

Community has always been at the heart of Nashua Center — whether joining conversations about critical issues, standing up for disability services, or coming together to support our mission through fundraising events. FY25 offered meaningful opportunities for our supporters, partners, and neighbors to stand alongside us in these efforts.

Engaging Through Coffee & Conversation

This year, Nashua Center hosted a *Coffee & Conversation* session: *Advocacy in Action, Addressing Key Issues in Our Community*, co-hosted with Mike Apfelberg, CEO of United Way of Greater Nashua.

The session was held in a hybrid format, making it easier for more people to join us. Families, community members, representatives from legislators' offices, and Nashua Center leadership came together to speak about the challenges facing individuals with disabilities.

The conversation focused on Medicaid and what we can do as a community to ensure services remain strong. It was an honest and thoughtful discussion — people shared ideas, asked questions, and left with a clearer sense of how we can all play a role in making change.

Voices Rising – Advocacy that Reaches Higher

FY25 marked the launch of the *Nashua Center Community Advocacy Network (CAN)* — a new effort to bring clients, families, and staff together to speak up for disability services.

From visiting the State House to share their stories, to writing letters and making calls to legislators, our community kept the needs of individuals with disabilities front and center. Policymakers, including Congresswoman Maggie Goodlander, also visited Nashua Center to hear directly from staff and families about the challenges we face.

In June, we hosted a Medicaid roundtable with Congresswoman Goodlander, local leaders, the CEO of United Way, the CEO of Gateways Community Services, the Director of City of Nashua Division of Public Health and Community Services, and several Board members. Together, we explored the potential impacts of proposed funding cuts at both the state and federal level, and elevated the voices of those most directly affected.

Through these efforts, Nashua Center has strengthened its role as a trusted voice in statewide advocacy — ensuring the people we serve, and their families, are not only represented but truly heard in legislative conversations.

Celebrating at Taste of the Towns

On May 8th, Nashua Center hosted its 22nd Annual Taste of the Towns, welcoming nearly 300 guests for an evening of tastings, stories, and community spirit. Local restaurants, breweries, and vineyards provided small bites and beverages, while guests learned more about the impact of Nashua Center's programs.

The evening honored the Gurney Family (Inclusivity Champions Award), Brown & Brown of NH, accepting Erik Liguori (Corporate Ally Award), Morgan Phillips (Trailblazer Award), and Reese Laws (Tiny Trailblazer Award). A highlight of the night was artwork created by clients in our LIFE-OP program, which drew enthusiastic bidding during the silent auction.

By the end of the evening, the event had raised \$132,894 to support programs across Nashua Center, from LIFE-OP and Day Services to Residential Services and The Children's Pyramid. More than a fundraiser, *Taste of the Towns* was a celebration of community and the shared belief in dignity, independence, and choice for all.

With Gratitude to Our 2025 Taste of the Towns Sponsors & Partners

Sponsors

Platinum Sponsor Brown & Brown of NH, Inc.

Gold Sponsors

CBIZ Clark Insurance a Marsh McLennan Agency

FEEDNH.org The Nash Foundation **QmagiQ LLC**

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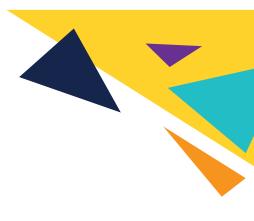
Penchansky & Co. PLLC Philadelphia Insurance Companies Rehabilitation **Equipment Associates** (REQ)

Participating Vendors

Bellavance Beverage Company Brickhouse Restaurant Evviva Trattoria From the Barrel Brewing Co. The Good Place The Imported Grape K'Sone's Thai Dining & Lounge **Not Your Average Joe's** Rockingham Brewing Co. **Shorty's Mexican Roadhouse Smokehaus BBQ** Tara House Grill Tito's Vodka **Thon Khao Thai Restaurant Woodman's Artisan Bakery** YouYou Japanese Bistro **Zorvino Vineyards**







Honoring Our 2025 Taste of the Towns Awardees

Each year at *Taste of the Towns*, we take a moment to recognize those whose generosity, leadership, and spirit of inclusion make a lasting impact. Our 2025 honorees embody the values that guide Nashua Center — creating opportunities, inspiring others, and building a stronger community for all.



Gurney Family – Inclusivity Champions Award

Recognized for their ongoing commitment to building a more welcoming and accessible world for individuals of all abilities.



Brown & Brown of NH, Accepting: Erik Liguori – Corporate Ally Award Honored for their longstanding partnership and generous support that strengthens programs across Nashua Center.



Reese Laws - Tiny Trailblazer Award

Acknowledged for her spirit and determination, reminding us that inspiration has no age limit.



Morgan Phillips - Trailblazer Award

Celebrated for her confidence and leadership, inspiring peers and showing what's possible with support and opportunity.

Stronger Together – Moments That Matter

Our story is best told through the people who make it possible — clients, families, staff, and community partners. This year in photos captures the heart of Nashua Center: inclusion, belonging, and choice.





Building Stronger Foundations Together

Grants from foundations, corporations, civic groups, and community partners played a vital role in FY25. Their support reached across every corner of Nashua Center—strengthening programs, improving accessibility, and opening new opportunities for children and adults with disabilities.

Together with the generosity of our donors, these investments strengthen Nashua Center's financial foundation and ensure we can continue delivering the impact reflected throughout this report.

Highlights of FY25 Grant Awards

Promoting Inclusive Communication – With a \$500 grant from the New Hampshire Council on Developmental Disabilities, Nashua Center purchased materials to support basic American Sign Language (ASL). Resources include books, flashcards, and visual displays throughout the building, creating opportunities for clients, staff, and DSPs to strengthen communication every day.

Enhancing Safety – A \$6,257 grant from the McIninch Foundation funded updated security cameras and monitoring systems, helping us maintain a safer environment at our main program location.

Supporting Mobility and Comfort – Thanks to \$11,050 from the Samuel P. Hunt Foundation, we added an adjustable physical therapy table. This equipment is especially important for clients with limited mobility, supporting both comfort and daily therapy needs.

Early Intervention Services – Grants from Conway Arena (\$3,000), the City of Nashua Citizens Advisory Commission (\$5,000), and the Rotary Club of Nashua West (\$1,000) strengthened The Children's Pyramid, our early supports program for children from birth to age three.

Workforce Readiness – The Bank of America Foundation awarded \$10,000 and \$5,000 to advance workforce readiness in LIFE-OP and Day Services, supporting skills training and hands-on learning opportunities that prepare participants for meaningful employment.

Accessibility and Infrastructure – The Ann de Nicola Trust, Citizens Bank, N.A., Trustee (\$3,950) funded a hi/lo adjustable therapy table, while remaining funds from a prior Hillsborough County ARPA award (\$35,045) completed the purchase of our fourth accessible van.

Program Growth and Innovation – The Agnes M. Lindsay Foundation awarded \$2,250 to support a 17-week music therapy program for adults, offered in partnership with the Nashua Community Music School, which funded the remaining portion of the program.

Agency Support – The Henry Lord Scholarship Trust, Citizens Bank, N.A., Trustee (\$5,250) funded an updated phone system, improving communication and efficiency across the agency.

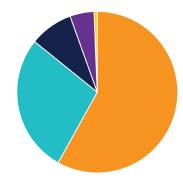
Remarkable Person Spotlight: Erica

Erica has a playful spirit and a thoughtful side that shines in everything she does. This year, she launched a pilot American Sign Language (ASL) class for staff and peers, using new learning tools funded by the NH Council on Developmental Disabilities. By teaching basic signs and even creating personalized sign names, Erica is helping make communication easier and our community more connected.

Financials - Stewardship That Sustains

Public funding, primarily through Medicaid, covers much of the cost of services at Nashua Center—but not all of it. Each year, fundraising, grants, and community support are essential to bridging this gap and ensuring that children and adults with disabilities continue to receive the care they deserve. We remain committed to careful stewardship, making the most of every dollar entrusted to us. The charts below reflect the balance of public funding, grants, and private giving that sustain our mission.

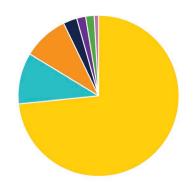
Revenue = \$7,764,780



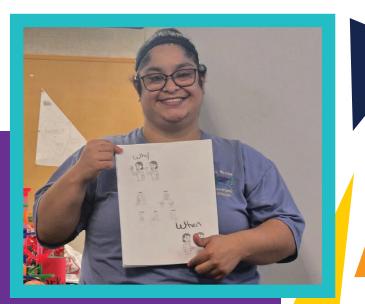
- Residential: \$4,509,629.65
- Day Services & LIFE-OP: \$2,150,845
- The Childrens Pyramid: \$678,311.69
- Grants and Fundraising: \$375,637.29
- Investment Income: \$49,906.21
- Fixed Assets Disposal Gain: \$450

Transparent Accountable Essential

Expenses = \$7,775,128



- Payroll: \$5,706,211.14
- Operating Costs: \$800,913.48
- Taxes and Benefits: \$711,788.49
- Independent Contractors: \$214,261.29
- Depreciation: \$140,059.00
- Transportation: \$133,424.85
- Insurance: \$68,470.00



NUMBER OF PROGRAMS: 4

TOTAL SERVED: 236

NEW CLIENTS: 23

NUMBER OF STAFF + EFC

PROVIDERS: 106

NUMBER OF VANS: 16

MILEAGE DRIVEN FOR COMMUNITY BASED ACTIVITIES: 240,000

Honoring Our Donors – Growing Stronger Together

Donors play a vital role in making our work possible. Your support helps fill the gap left by Medicaid funding and ensures that children and adults with disabilities get the care and opportunities they deserve. On the next pages, we recognize everyone who gave in FY25. Thank you for standing with us and helping Nashua Center grow stronger and reach higher.

Anonymous Stephen Abramowitz Louise and Ronald Allard Amy Amato American Online Giving Foundation, Inc. Margot Anderson Cheryl Andrew Emily and Jason Andrukaitis The Ann de Nicola Trust, Citizens Bank, N.A., Trustee Rowland Coviello Sara Anton Ashley and Keith Borders Bank of America Charitable Foundation, Inc. Bar Harbor Bank & Trust Cynthia and Gary Bathalon Christopher Becek Dawn and James Beliveau Ben and Debbie Maurais Fred Bertelsen Jacqueline A. Berube Krishna Bhattarai Sarah Birch Katie Blake Bob's Discount Furniture Charitable Foundation George Boggis and Kathleen Warman Kerry Marie Boggis Paul and Karin Bossi Brett and Erin Boucher Anna and William Boulia Dean Brammer and Wendy DePuy Eric Brand Lori and William Breen Bronze Craft Corp. Brown & Brown of NH, Inc. Zola Brown Mary Buckingham Brendan and Kathleen Burke Jessica Cabinta CBIZ Tony and Rosemarie Cermenaro Barbara Chambers Ryan Chan Michelle Chase

The City of Nashua

Clark Insurance

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EVERS=URCE



Partners for Impact

We are proud to recognize our Partners for Impact organizations honored year-round for their strategic partnership and commitment to Nashua Center's mission.



Looking Ahead –Growing Stronger, Reaching Higher

As we close FY25, Nashua Center stands on stronger ground — with a permanent home, a growing Board, and new systems in place to support staff, clients, and families. At the same time, challenges remain: workforce shortages, funding uncertainties, and the continued need to advocate for disability services at every level.

Yet through it all, Nashua Center remains committed to growing stronger and reaching higher. With the support of our community, we will continue to expand opportunity, protect essential services, and ensure that every individual we serve can lead a life filled with dignity, independence, and choice.

As we move into FY26, we are proud to introduce our new theme: *This is Possibility.* Just as the bold colors in this report reflect fresh energy, our theme captures the spirit of what lies ahead — new opportunities, stronger connections, and a deeper impact.

You'll see this theme carried forward in our communications and outreach, alongside the words we use every day to define who we are: *This is... Nashua Center*. On social media and in our community presence, we'll continue pairing *This is Nashua Center* with other words that reflect our mission and spirit — words like independence, dignity, inclusion, choice, and community. Together, they tell the story of a place where possibility is not just imagined but lived.

Remarkable Kids: Michaela & Rowan

Twins Michaela and Rowan joined The Children's Pyramid (TCP) program just before their second birthday. At the time, they had only a few words between them. With weekly visits from their speech therapist, Charlene, they quickly began speaking in phrases, learning new words every day.

Their parents, Melissa and Tyson, saw a "night and day" difference. Therapy sessions felt like play—reading, outdoor games, and even singing "Row, Row, Row Your Boat" on a blanket swing. Michaela, a stage 4 Neuroblastoma survivor, and Rowan both graduated from TCP in December, now thriving with strong communication skills and a bright future ahead.





Guiding Us Higher

As Nashua Center looks to the future, it is the dedication of our Board of Directors, leadership team, and staff that ensures we stay true to our mission. Their guidance, expertise, and compassion are what make it possible to grow stronger as an organization and reach higher for the individuals and families we serve every day.

Board of Directors

Officers:

Wesley O'Bryan, President Lorri Hayes, Vice President Duy Nguyen, CPA, Treasurer Allie Lafond, SHRM-CP, Secretary



Directors:

Erin Boucher Matthew Gish Ron Hoy Erik Liguori Taylor Loiselle, BCBA Tyler McAfee Jeff Moynihan Donna Rosenstock Beth Sheehan Mark Sutton Gabriele Zeira

Leadership Staff

Leadership Team:

Emily Manire, Executive Director Nora Driscoll, Director of Operations Ligia Figueiredo, Compliance & Administrative Manager Marianne Gordineer, Director of Development Linda Grondstra, Human Resources Manager Stacey Marino, Business Manager



Management Team:

Jordan Brassil, Enhanced Family Care Manager
Christina Castro Neves, Senior Manager of Residential Services
Michelle Delaney, Certified Job Developer/Client Services Manager
Brittney Dos Santos, Residential House Manager
Sandra Fontaine, Operations Lead for LIFE-OP
Elizabeth Letendre, LIFE-OP Programmatic Lead
Erin Malugani, Residential House Manager
Toni Hallee, Operations Manager, Day Services
Maribeth Rathburn MPT, Director of Early Supports and Services
Samantha Subatch, Enhanced Family Care Manager
Anna Thompson R.N., Nurse Care Manager







Scan to Give

CONTACT

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nashuacenter.org