



CELEBRATING PROGRESS  
*Inspiring Change*

**Annual  
REPORT  
2023-2024**

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## Message from the Board President & Executive Director



Fiscal year 2024 at Nashua Center marked a period of meaningful growth and positive change. Reflecting on this past year, there is pride in what has been accomplished together. The focus was on expanding programs, investing in our team, and strengthening partnerships—all with the goal of improving the lives of those served. Every step taken contributed to making a real difference in the lives of our clients and their families.

From the Board’s perspective, it has been incredibly rewarding to witness Nashua Center’s strategic initiatives take root. A key role of the Board is to ensure the long-term sustainability and growth of Nashua Center, and significant strides have been made in that direction. New committees—such as Compliance and Facilities—were established to help stay ahead of evolving needs and regulations. These efforts, combined with stronger development initiatives, are building a foundation that supports the mission well into the future.

One of the highlights this past year has been the dedication and hard work of the entire community. Staff, board members, and partners have shown incredible commitment and teamwork. Their efforts truly reflect the values of Nashua Center—care, respect, and a focus on excellence. It is because of this collaborative spirit that so much has been accomplished.

Looking ahead, there’s excitement about building on the progress we’ve made. The theme for FY25, *Growing Stronger, Reaching Higher*, captures the vision for continued growth and impact. The goal is to enhance services, strengthen the organization, and foster an inclusive and innovative environment that benefits both our clients and the community.

Heartfelt thanks are extended to everyone who supported Nashua Center during the past year. Contributions—whether through time, expertise, or resources—have been essential to our success. Together, we’ve made a real impact, and confidence remains high that this will continue in the years to come.

Thank you for being a part of our journey. There is great anticipation for what will be achieved together in the future.

Sincerely,

Elizabeth A. Sheehan  
Board President

Emily K. Manire  
Executive Director





## Mission

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

## Guiding Principles

Nashua Center is dedicated to delivering specialized care and support to individuals of all ages, guided by the following principles:

- **Creating Safe and Nurturing Environments**
- **Fostering Meaningful and Fulfilling Experiences**
- **Cultivating Social Interaction and Relationships**
- **Empowering Independence through Skill Development**
- **Advocating for Understanding and Inclusion**

Our dedicated workforce is trained to embody and promote these principles, and our success is measured by our daily efforts. Active involvement in people's lives is at the core of our mission, and we approach this responsibility with utmost dedication and seriousness.

## About Nashua Center

Founded in 1973, Nashua Center has been dedicated to providing compassionate care and support to individuals with developmental disabilities and/or traumatic brain injuries and their families. Over the past five decades, the organization has grown from a small, community-focused initiative to a leading provider of services across Southern New Hampshire.

Nashua Center offers a wide range of programs that cater to individuals of all ages, including early intervention and supports for children from birth to age three. For adults, the Center provides essential programs such as Day Services, Residential options, and LIFE-OP, all designed to promote independence, dignity, and inclusion. These services empower individuals to lead fulfilling lives within their communities.

Throughout its history, Nashua Center has remained true to its core values of respect, integrity, and excellence. The organization continues to adapt and evolve, addressing the changing needs of the individuals and families it supports, while staying firmly rooted in its mission to make a positive impact in the lives of those it serves.



# A Year of Growth, Innovation, and Community Impact

FY24 at Nashua Center was defined by remarkable achievements and strategic initiatives aimed at enhancing our services, strengthening our operations, and deepening our community engagement. This report highlights the key areas of growth and development that have shaped our journey over the past year.



## Strategic Financial Developments and Budget Increases

FY24 was marked by significant financial advancements, particularly following the passage of a House Bill by the Governor of New Hampshire, which resulted in a 7% increase in client budgets. This legislation addressed historically low funding levels for adults in services, and the impact was felt across the organization:

- Enhanced Family Care Providers received a 7% stipend increase, retroactive to January 1st, reflecting our commitment to supporting those who care for our clients.
- The increased residential budgets provided Nashua Center with an additional \$123,000 annually, enabling us to enhance the quality and scope of our services.
- Direct Support Professionals in Day Services and LIFE-OP saw their wages increase, aligning compensation with our growing wage levels.

These financial enhancements were pivotal in reinforcing our ability to provide high-quality care and support while recognizing the vital contributions of our staff.

## Program Enhancements and Compliance Initiatives

Nashua Center made significant strides in program development and compliance efforts. Our Day Services program successfully completed its annual certification on May 2, 2024, a key milestone that reaffirmed our commitment to maintaining the highest standards of care.

In line with our focus on compliance and quality assurance, we expanded our team by hiring a part-time Quality Assurance Specialist, enhancing our strategic compliance efforts. This new role was essential in supporting audits and ensuring that our operations remained compliant with regulatory standards. The Compliance Committee played a critical role in developing new policies related to Board Infrastructure, Finance, Emergency Preparedness, the Employee Handbook, and Personnel. These policies, completed by the end of March 2024, were integrated into our regular review processes, ensuring ongoing compliance and efficiency.

In addition to these efforts, cybersecurity training was introduced for all supervisors and managers. This initiative was part of a broader strategy to address IT and cyber gaps, reinforcing our policies to secure Nashua Center more holistically and strengthen our HIPAA compliance.

## Communication and Branding Overhaul

In September of 2023, we initiated a comprehensive upgrade to our communications and branding efforts. The launch of our new quarterly newsletter was a standout success, receiving widespread approval from stakeholders. This newsletter has become an essential tool for keeping our community informed about the latest developments, events, and initiatives at Nashua Center.

Additionally, in March of 2023, we unveiled an updated website featuring enhanced content, refreshed imagery, and streamlined navigation. This upgrade was part of our ongoing commitment to modernize our digital presence, making it more accessible and user-friendly for clients, families, and the broader community.

## Strategic Plan and Growth

Nashua Center continued to make significant progress on its Strategic Plan, focusing on key areas for organizational improvement. In FY24, we established an internal Quality Assurance Committee, which included representation from program leads and executive leadership. In addition, we saw growth in Development and the formation of new Board Committees for Compliance and Facilities, further supporting our organizational goals. These efforts reflect our commitment to enhancing operations and fostering long-term success.

In June of 2024, we completed a staff survey and held three engagement sessions that focused on fundraising, community activities for clients, and staff recruitment/retention. These sessions provided valuable insights that will guide our future initiatives and help us continue to grow as an organization.

The Governance Committee was and remains active in recruiting new board members in anticipation of the 2026 rolloff of those who have fulfilled their terms. This recruitment effort is essential to ensuring strong leadership continuity at Nashua Center. Additionally, we focused on improving the on-boarding process for new board members and began defining the roles and responsibilities of future advisory committee members.



Community Engagement and Partnerships

Community engagement remained at the forefront of our efforts in FY24. In June of 2024, we hosted *Coffee & Conversation with the Executive Director*, featuring guest speaker and attorney, Elise St. Lawrence of Morneau Law, who specializes in estate and trust planning. This session focused on long-term financial planning for loved ones with disabilities, providing invaluable information to attendees.

Another highlight was our partnership with REQ, which led to the co-hosting of a wheelchair cleaning clinic on June 27, 2024. This event provided a vital service to our clients and the larger community, offering wheelchair cleaning at an affordable cost. The clinic was a success, further strengthening our relationship with the community.

As the holiday season approached in FY24, the importance of community support became even more evident. Generous donations of gifts from local partners helped make the holidays brighter for our clients, fostering a spirit of joy and togetherness.

Taste of the Towns Fundraiser Success

One of the most significant accomplishments in FY24 was the success of our signature fundraiser, *Taste of the Towns*. The event not only met but exceeded our expectations, raising a total of \$142,190—surpassing our initial goal of \$123,500. The funds raised will play a crucial role in supporting our programs and services. The event's success was a collective effort, driven by the dedication of our employees, Board members, and the generous contributions of our supporters. Thank you to our key sponsors for your ongoing support: **Premier Sponsor** Rehabilitation Equipment Associates; **Gold Sponsors** Brown & Brown of NH, Inc.; Clark Insurance, a business of Marsh McLennan; FEEDNH.org; MobilityWorks; The Nash Foundation; QmagiQ, LLC; **Silver Sponsors** Gurney's Automotive Repair, Inc.; Marcum LLP; Tito's Handmade Vodka.

Vehicle Acquisition with Hillsborough County ARPA Funds

A key operational milestone in FY24 was the acquisition of three new vehicles, funded through the release of ARPA County funds. The first vehicle was delivered on October 6, 2023, and its arrival was celebrated with a photo opportunity and press release. These vehicles have significantly expanded our transportation capabilities, allowing us to better serve our clients by providing reliable and accessible transportation for participation in community activities and access to essential services.

Grant Impact and Achievements

In FY24, Nashua Center received \$49,701 in grant awards, enabling us to make improvements across our programs. These funds supported The Children's Pyramid, replaced printers at our 18 and 12 Simon Street locations with HIPAA-compliant models, and facilitated workforce development for LIFE-OP. Additionally, we upgraded our computer lab with new technology and added music therapy offerings for participants in LIFE-OP and Day Services in fall of 2024. These grants have been instrumental in enhancing the quality and effectiveness of our services. Thank you to: The Agnes M. Lindsay Trust, Amherst Junior Women's Club, Bank of America Foundation, City of Nashua, Conway Arena, Digital Federal Credit Union Foundation, FEEDNH.org, Henry Lord Scholarship Fund w/Citizens Bank NA Trustee, Omron Foundation Inc., Rotary Club of Nashua West, and Samuel P. Hunt Foundation for your support and belief in our mission.

Strategic Focus on Future Growth

Nashua Center remains focused on strategic growth and program enhancement. In FY24, the Finance Committee reviewed recommendations to reduce expenses over the next two fiscal years while identifying opportunities to enhance our programs. This dual approach ensures the long-term sustainability of Nashua Center while continuing to expand and improve the services we offer to our clients.

Looking ahead, the importance of donations cannot be overstated. They are vital for expanding our services and meeting the needs of our clients. Contributions enhance the quality of care we provide and support the introduction of new programs that benefit those we serve.

In conclusion, FY24 was a year of substantial progress and achievement for Nashua Center. Each success was a testament to the hard work of our staff, the dedication of our Board, and the unwavering support of our community. As we move forward, we are committed to building on this momentum, continuing to make a meaningful difference in the lives of those we serve.





# Making an Impact: Numbers Served in FY24

In FY24, Nashua Center continued its commitment to delivering high-quality services that make a meaningful difference in the lives of individuals and families across our community. By focusing on person-centered care and expanding our reach, the impact of our work touched many lives.

**Clients Served Across Programs**

**Children’s Pyramid Program:** This past year, the Children’s Pyramid program supported 275 children from birth to age three. The program provided critical early intervention and support services, helping young children with developmental delays and disabilities reach important milestones. Our dedicated team worked closely with families to provide personalized support, empowering them to be active participants in their child’s growth and development.

**LIFE-OP and Day Services Programs:** In FY24, we served 60 adults through LIFE-OP and Day Services, programs designed to promote independence and engagement in community life. These services helped clients develop life skills, pursue personal goals, and participate in enriching activities that foster social connections.

**Residential Services:** Nashua Center’s Residential Services provided ongoing care to 35 individuals, offering stable and supportive environments where residents could thrive. With the increase in budgets for residential care this year, we were able to enhance the level of support offered, ensuring our clients live with dignity and receive the assistance they need to live fulfilling lives.

**Expanding Opportunities and Impact**

This year’s increase in funding allowed us to invest further in staff training and program development. With more resources, we increased wages for our Direct Support Professionals. This directly contributed to improved outcomes for clients and strengthened the Nashua Center team, fostering a culture of excellence in care.

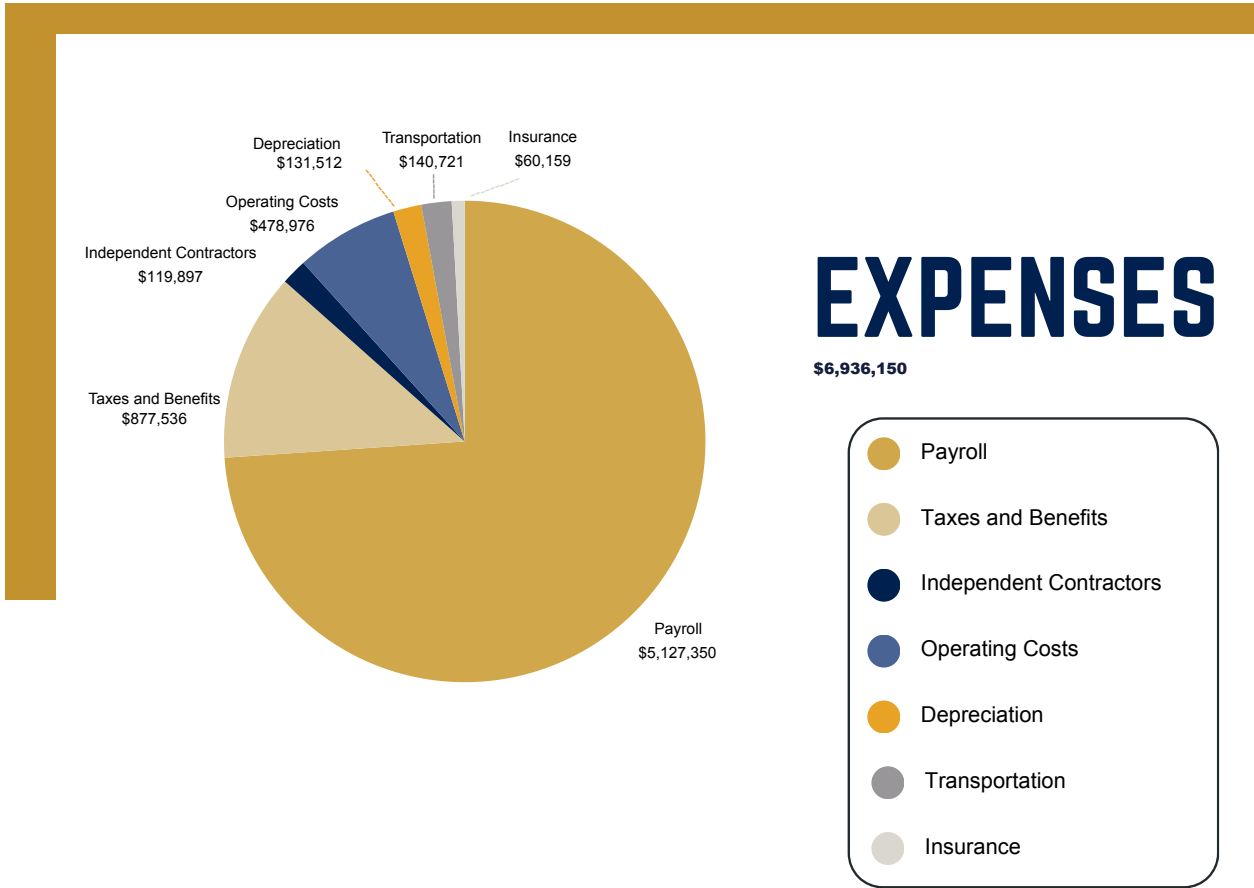
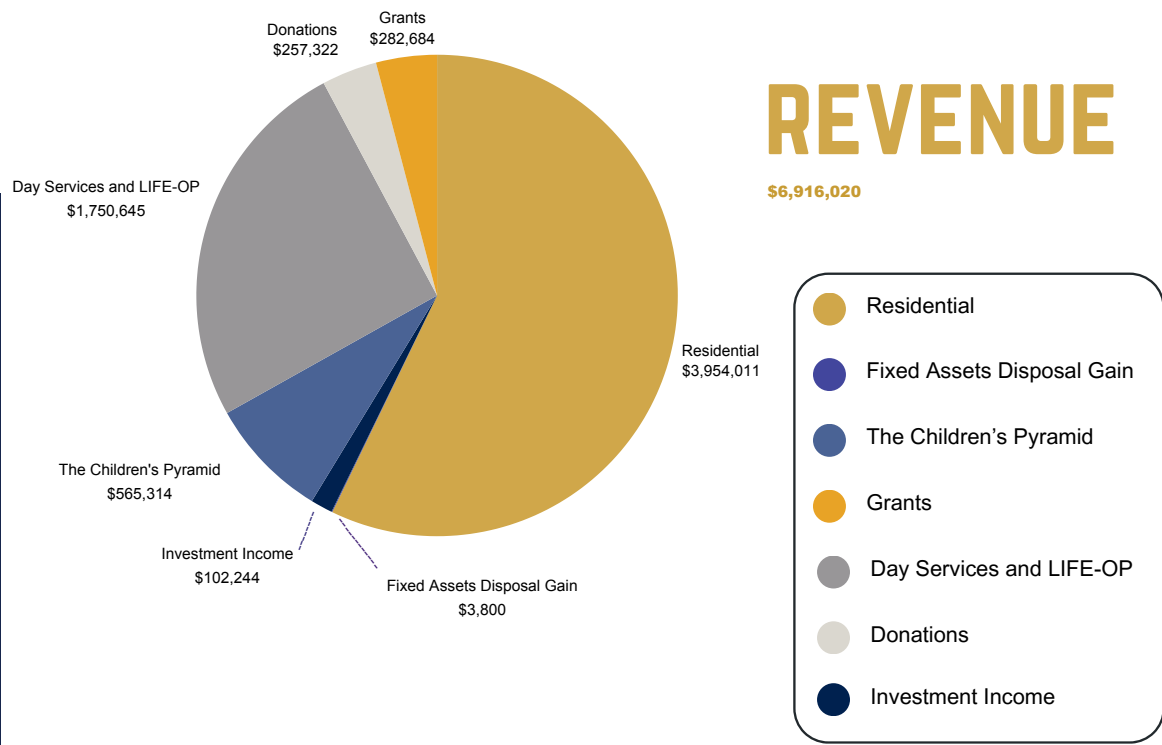
**Fostering a Stronger Community**

Beyond the numbers, the real impact of Nashua Center’s work in FY24 can be seen in the lives of those who were empowered to achieve greater independence, participate in the community, and live with dignity. Our programs are designed to not only meet immediate needs but also build long-term success for our clients and their families. Through our partnerships with local businesses, volunteers, and generous donors, we were able to further our mission and deepen our reach within the community.

As we look to the future, Nashua Center remains committed to serving more individuals, expanding our programs, and continuing to provide the highest level of care. The numbers served in FY24 are a reflection of the collective efforts of our staff, board, supporters, and community partners who work tirelessly to create a better future for those in our care.



# Financials



## Board of Directors

**Officers:**

Beth Sheehan, President  
Erin Boucher, Vice President  
Duy Nguyen, CPA, Treasurer  
Allie Lafond, SHRM-CP, Secretary

**Directors:**

Lorri Hayes  
Ron Hoy  
Taylor Loiselle, BCBA  
Tyler McAfee

Jeff Moynihan  
Wesley O'Bryan  
Donna Rosenstock  
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  
Erin Giuffre, Residential House Manager  
Toni Hallee, Operations Manager, Day Services  
Maribeth Rathburn MPT, Director of ESS, The Children's Pyramid  
Samantha Subatch, Enhanced Family Care Manager  
Anna Thompson R.N., Nurse Care Manager



# Value of Donations

In FY24, donations were essential in helping Nashua Center expand services, improve client care, and introduce impactful programs. While Medicaid provides significant support, there remains a gap between those funds and the full cost of delivering high-quality care. This gap underscores the importance of our fundraising efforts.

We deeply appreciate the support of our donors and community partners. Your generosity enables Nashua Center to bridge the funding gap and continue our vital work. Each contribution not only enhances the quality of care we provide but also helps us expand our services and introduce new programs. Together, we are making a meaningful difference in the lives of those we serve, and we are truly thankful for your commitment to our mission.

## Thank You to Our Donors

*\* Includes support from anonymous donors*

Stephen Abramowitz  
Louise and Ronald Allard  
Amy Amato  
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Patricia and Stanley Zube

### Grant Funders

We sincerely thank our grant funders for their invaluable support. Your generosity has made it possible for Nashua Center to expand our programs and continue making a meaningful difference in the lives of those we serve.

The Agnes M. Lindsay Trust  
Amherst Junior Women's Club  
Bank of America  
City of Nashua  
Conway Arena  
Digital Federal Credit Union Foundation  
FEEDNH.org  
Henry Lord Scholarship Fund w/Citizens Bank NA Trustee  
Omron Foundation Inc.  
Rotary Club of Nashua West  
Samuel P. Hunt Foundation



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Supporting individuals with disabilities  
in Southern New Hampshire since 1973.



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[NashuaCenter.org](http://NashuaCenter.org)



18 Simon St.  
Nashua, NH 03060