



ANNUAL IMPACT REPORT

Neighbor helping neighbor: turning compassion into action thanks to your generosity.



At LISTEN, we see the power of our community coming together to help each other. While the demand for services such as food, housing, and utility assistance is now at an all-time high, your generosity is making a difference every single day.

LISTEN exists to help people in need, and it is in uncertain times like these when many Upper Valley neighbors need us the most. The good news is that LISTEN is here to help—because of you. Thank you.

FOOD PANTRY

With the price of food increasing, more people are turning to LISTEN's Food Pantry in Lebanon. Our Upper Valley neighbor John came by for the first time after recently losing his job. Facing multiple bills and medical concerns, John needed access to regular nutrition for every meal, and was hopeful he could depend on LISTEN while he looked for employment. Our staff met with John, helped him to apply for food stamps, and sent him home with fresh produce, milk, and more for the next few weeks.



Over the past year, the number of visits to LISTEN's Food Pantry **increased by 50%, for a total of 11,033 visits.**

NEED

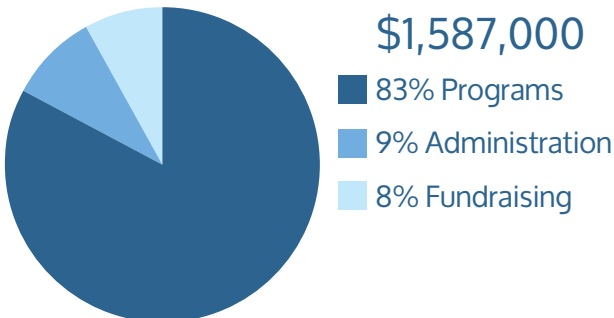


HEATING ASSISTANCE

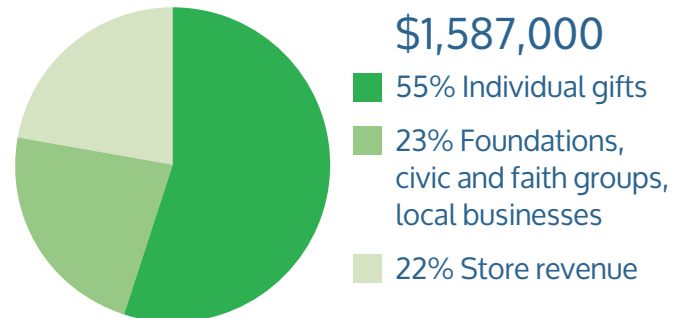
Now a senior, Norwich resident Sarah is determined to live in her own home for as long as possible. Prompted to seek help after receiving a pending disconnection notice from her electric company, Sarah contacted LISTEN. A service coordinator listened to her wishes, and Sarah found renewed hope with a prompt payment of her utility bill, in addition to support in applying for long-term energy assistance.

PROGRAM SUPPORT

How we spent contributions



Where contributions came from



YEAR IN REVIEW



32,789

Home-cooked meals prepared by over 30 volunteer cook teams



1,566

People with heat and electricity to stay warm during the winter



361

Home evictions prevented



10,342

Staff hours coordinating basic needs for community members



11,033

Visits to access shelf-stable food and produce



\$186,090

Value of clothing and housewares given for free to neighbors in need.



186

Kids with the opportunity to go to summer camp



13,715

Service hours provided by volunteers to support our mission



729 Volunteers

Our Upper Valley neighbors who volunteer their time at LISTEN are essential partners in serving our community. ***Thank you!***



RENEWED HOPE AND SUPPORT THANKS TO THE UPPER VALLEY COMMUNITY

COMMUNITY DINNERS

Terry, a long time resident of Hartford, comes to LISTEN's dinner hall in White River Junction a few times a week. For Terry, the hot meal and sense of community she experiences each evening means that she has food assistance when money is tight and company at the end of the day. When the LISTEN staff are short-handed, Terry loves to volunteer and help clean the meal's pots and pans.



HOUSING ASSISTANCE

Arthur came to LISTEN with only a garbage bag full of his belongings. "Gratitude doesn't even begin to describe how I feel about this organization. You helped me to find a place that I can call home. You found me a spot where my dog is welcome. Today is my 165th day in a row where I am drug and alcohol free. I wanted to be free, and now I am experiencing real freedom for the first time since I was a kid. Thank you."



*"If it wasn't for LISTEN, I would be homeless. You have changed my life for the better."
- Arthur from Lebanon*

NEIGHBOR HELPING NEIGHBOR: GRATITUDE TO OUR COMMUNITY PARTNERS, VOLUNTEERS, AND STAFF

Congratulations to Nick Newsome of Ludlow, VT for being named Volunteer of the Year by the Upper Valley Business Alliance.

Nick and his family have been enthusiastic volunteers at LISTEN's Food Pantry for almost two years. They value the deep sense of satisfaction, supportive environment, and community spirit at the pantry.

Nick's favorite parts of this opportunity? Meeting and unloading the trucks delivering boxes of food and filling orders for clients.

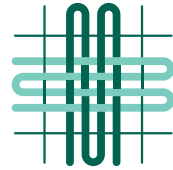


"It's important to help others." We could not agree more. Thank you, Nick!



"The cost-of-living crisis for local families and seniors means that we are seeing more people come to LISTEN's pantry now. When someone thanks you and tells you that 'this means that we will eat this week,' I know that we are literally saving lives."

*- Valerie Thompson
Food Pantry Manager*



Dartmouth
Health

"LISTEN is a core safety-net organization that helps people get access to resources that they need."

- Greg A. Norman, M.S., Senior Director, Community Health

"Dartmouth Health is a critical partner to LISTEN Community Services. We are grateful to collaborate in strengthening the fabric of our community. Thank you to Dartmouth Health for your commitment to advancing and protecting the health of our communities."

- Angela Zhang, Program Director at LISTEN

Healthcare innovation and compassionate care for our New Hampshire and Vermont neighbors are rooted deeply in Dartmouth Health's long history. "As a healthcare institution, Dartmouth Health provides medical care for our patients and also asks them about social and non-clinical needs that may affect their health. LISTEN is a core partner for us to help our neighbors seek improved health and well-being," shares Greg Norman, Senior Director of Community Health. "Our mutually-beneficial partnership happens on many different levels, and we count on LISTEN to be a part of the public health network in our community."

At LISTEN, we call this personalized care a win-win for our Upper Valley community.
Thank you, Dartmouth Health, for sharing this responsibility with us.

2023

BOARD OF DIRECTORS

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Executive Director



STAFF HONORS

This year, staff member Jessica Clow was named New Hampshire's Community Health Worker of the Year. A longtime community member, Jessica has supported hundreds of people in our region by helping them to navigate a variety of barriers that prevent them from accessing basic needs such as housing, food, healthcare, and transportation. A tireless advocate, Jessica excels at compassionate problem-solving to ensure individuals and families are connected to the services that will improve their lives. At LISTEN, Jessica has spent much of her time addressing the housing crisis in the Upper Valley by directly connecting clients to local landlords, and initiating workshops for those who are challenged to find housing because of poor credit or criminal records. Thank you for your unwavering commitment and remarkable impact, Jessica!

As LISTEN looks to strengthen our ability to provide services and support to meet critical needs in the Upper Valley, we have embraced the following strategic priorities.

Staff and Volunteers

- Invest in staff training and support
- Provide a stronger orientation for volunteers and develop a more meaningful recognition program for our over 700 volunteers
- Enhance the shopper experience by establishing opportunities for feedback

Environment

- Prioritize and track sustainability of our operations by reducing waste, conserving resources, and minimizing our environmental impact
- Implement initiatives to educate customers, employees and our community on the importance of sustainability



Strategic Framework

Financial Health

- Evaluate and better understand our financial health and planned benchmarks
- Develop new revenue streams through strategic partnerships around recycling goods

Programs and Partnerships

- Evaluate existing programs and establish programs and partnerships that balance community needs with organizational priorities
- Serve as an advocate in areas around food and housing insecurity



HOW YOU CAN HELP

GIVE.

Your donations mean that LISTEN can offer vital assistance to our neighbors across the Upper Valley. Your gift will provide resources to respond immediately to prevent evictions, and provide groceries, electricity, hot water, and more.

To give online, visit: www.listencs.org/donate



VOLUNTEER.

The gift of your time supports our community. Volunteers for LISTEN sort clothes and housewares, cook meals, stock pantry shelves, and more. Everyone is welcome! Come alone or with your family, colleagues, or another small group.

You can sign up and learn more at www.listen.volunteerhub.com



ADVOCATE.

Please help us to spread the word about the vital services LISTEN offers in our community. You can advocate for LISTEN by sharing stories of our impact with your friends and neighbors, sponsoring a fundraiser or food drive, and donating your gently-used items to our thrift stores.



60 Hanover Street
Lebanon, NH 03766
www.listencs.org



OUR MISSION

LISTEN provides services and support to meet the critical needs of Upper Valley individuals and families.