

2025



LISTEN

Community Services

ANNUAL IMPACT REPORT

Fiscal Year 2025 (July 1, 2024 - June 30, 2025)

Building a stronger Upper Valley community where all our neighbors can live and thrive.

Standing Strong Together

Over the past year, LISTEN supported 8,377 neighbors in New Hampshire and Vermont—an increase of more than 900 from the year before, and more than double the number reached during the height of the pandemic.

From providing food, fuel, and housing assistance to strengthening local partnerships and piloting new solutions, we responded to rising needs alongside our community.

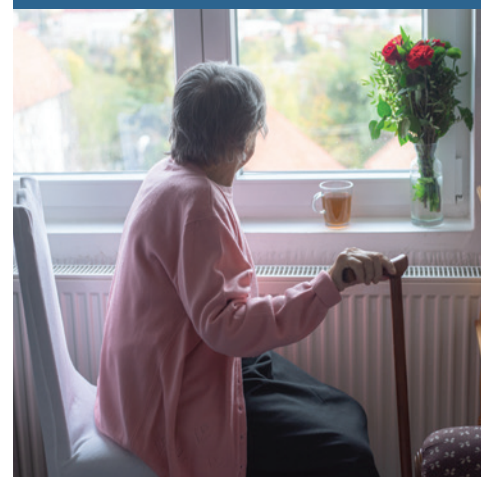
Thanks to you, we:

- Served individuals and families from over 30 Upper Valley towns
- Delivered a record number of meals through our Food Pantry and Community Dining Hall
- Distributed \$399,000 to prevent evictions and address fuel emergencies
- Provided nearly 6,000 people with in-depth service coordination—a 45% increase in staff hours
- Launched a pilot program that connected 650 clients with phones and service for access to care and employment
- Worked together with towns and partner agencies to navigate increasingly complex challenges
- Built community through volunteerism by offering meaningful, flexible opportunities

With basic costs soaring and public assistance declining, more neighbors are turning to LISTEN for help. Your support powers this work.

Thank you for making this impact possible.

"Poverty brought me to LISTEN. All I have for income is Social Security. LISTEN gives me several gallons of heating fuel every fall. LISTEN is also paying for my furnace cleaning this fall, which is a big help because I can't afford to pay for it myself. LISTEN means everything to me. It's a lifesaver."



To learn more about LISTEN's services, please visit www.listencs.org



LISTEN is grateful to Christine Bachrach and Susan Almy for their ongoing support.

A Legacy of Compassion: The Almy Family

For the Almy family, caring for others isn't just a choice—it's a deeply held value that has guided their lives for decades. Dr. Katharine Swift, a pioneering psychiatrist and one of the few women in her field at the time, was passionate about supporting those facing financial hardship. Her husband, Dr. Thomas Almy, a transformative leader at Dartmouth's medical school, shared her belief in equity and compassion. Together, they instilled in their children a lifelong commitment to service.

Katharine gave generously to LISTEN during her lifetime and remembered us in her will, leaving a legacy that continues to make a difference today.

That spirit lives on in Katharine and Thomas's daughters, Christine and Susan. As volunteers in our Dining Hall and Thrift Stores over the years—and as loyal donors—they are powerful ambassadors for LISTEN. "I want to live in a society where everyone thrives," says Christine. "LISTEN plays a critical role in preventing the kinds of stress that erode health and stability."

As public resources shrink, Susan adds, "We can't sit back. The need is growing. Supporting LISTEN means stepping up to ensure our neighbors make it through what's ahead."

The Almys inspire us to do the same. Their legacy of care and action continues to shape our work and strengthen our community, and for that, we are profoundly thankful.

Thrift Stores Power Community Impact



Our store leadership team ensures our stores thrive and our mission moves forward.

LISTEN's Thrift Stores in Lebanon, Canaan, and White River Junction had an exciting year, playing a vital role in the Upper Valley's circular economy.

Thanks to generous donations and dedicated shoppers, we **expanded the books and music** sections in Lebanon. And across all locations, **in-store events brought people together**, building community and boosting foot traffic. In addition, generous shoppers rounded up at the register, contributing another **\$13,219** to support programs like our Food Pantry and Summer Camp Scholarships.

In addition to all the donated goods sold on site, we **recycled 550,000 pounds of unsellable textiles** and redirected **220,000 pounds of books** to secondary uses, from prisons to nursing homes.

Thrift Store revenue accounts for **35% of LISTEN's program funding**, helping provide food, housing, heating assistance, and more. When you shop or donate at LISTEN, you're making a real difference—one reused item at a time.

Executive Director

Kristi Lenart-Rikert, Sharon VT

Board of Directors

Ken Wells, *Chair, West Lebanon, NH*
 April Harkness, *Vice Chair, Hartland, VT*
 Richard Green, *Secretary, Hanover, NH*
 Julie Findley, *Treasurer, Lebanon, NH*
 Dawnlynn Marston, *Croydon, NH*
 Lynne Goodwin, *Lebanon, NH*
 Valerie Nevel, *Lebanon, NH*
 Melissa Robinson, *Lebanon, NH*

YOUR YEAR OF IMPACT



38,113

Home-cooked meals prepared by over 30 volunteer cook teams



1,507

Individuals assisted with winter heat and electricity bills



759

People supported to successfully secure or maintain housing



3,110

Households that received service coordination for basic needs



4,932

People received 429,369 pounds of produce and shelf-stable pantry goods



1,408

Families provided with Thrift Store gift cards totaling \$215,181 for clothing and home goods



168

Children given the opportunity to attend summer camp



1,061 volunteers donated 26,237 hours of service with LISTEN!

Volunteers are vital to helping all our Upper Valley neighbors live and thrive.

From all of us at Team LISTEN: thank you!

Hope

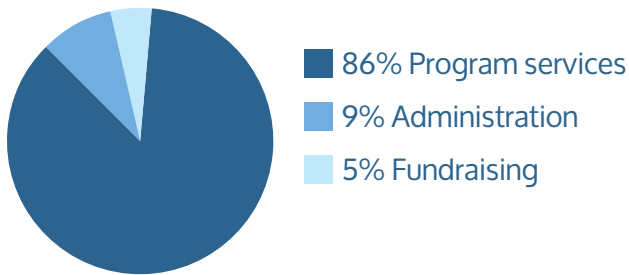
After Loss

After losing his spouse, James moved to the Upper Valley to be closer to his grandchildren—but starting over in a new place wasn't easy. On a fixed income, he called LISTEN for support. Our **Service Coordinators** helped him secure a **Housing Helper grant** for his security deposit, access fresh groceries from our **Food Pantry** in Lebanon, and get a cell phone to stay in touch with his family and doctors. Before long, James was joining others at our **Community Dining Hall** in White River Junction, where a warm meal turned into a chance to meet new friends and rebuild his sense of home.

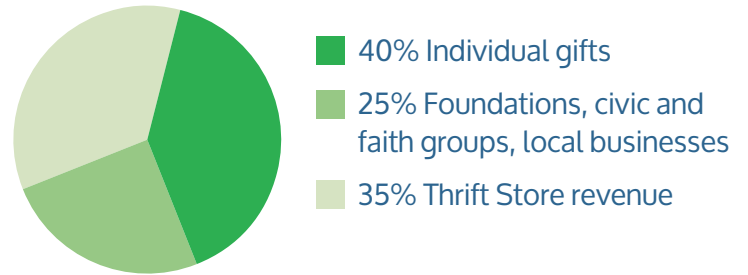


FISCAL YEAR 2025 PROGRAM SUPPORT

Expenses for Client Assistance



Revenue Sources for Client Assistance



The financial figures presented are unaudited. Final audited figures will be available at a later date.

Alongside other core services, LISTEN distributed more than \$215,000 in Thrift Store gift cards last year—making sure families could choose the clothing and household items they needed most.

Ways to Make a Difference



Give:

Your financial donation provides our neighbors access to food, heat, housing and other essentials. Give today at www.listencs.org/donate



Shop or Donate:

Visit our Thrift Stores in Lebanon, Canaan, and White River Junction. Your purchases support neighbors facing hardship.



Advocate:

Share our mission, host a fundraiser, or food drive—every action counts to raise awareness of the vital services we provide.



Volunteer:

Help sort clothes, cook meals, stock shelves, and more. All are welcome! Sign up at www.listen.volunteerhub.com


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.



Donate Today!