LISTEN Community Services

ANNUAL IMPACT REPORT 2026

JULY 1, 2025 - JUNE 30, 2026

Together for the Upper Valley

This year, a record number of Upper Valley neighbors turned to LISTEN for help. Rising costs for basic needs left many families facing financial hardship. Nearly one-third of those we served were children, almost one in ten were seniors, and more than **2,600 people came to LISTEN for the first time** seeking support.

Because of our community's generosity, help was there.

Together we served 9,050 neighbors across New Hampshire and Vermont.

That's **673 more neighbors than last year**, receiving food, housing and heating assistance, service coordination, and other essential resources that help people regain stability and move forward.

As needs continued to grow, so did our response. Compared to last year, service coordination **increased by 44%**, heating and electric assistance **rose 24%**, meals served at our Dining Hall **grew 24%**, housing assistance **increased 8%**, and Food Pantry visits **climbed 6%**.

"I was out of work with bills piling up as I applied for a new job. LISTEN helped me pay a large electric bill. I am forever grateful. Please accept this check for $280 in return for your assistance. I know that I did not need to pay this back. But I am financially back on my feet again with a great, local job."

- Bruce from Lebanon, NH

Behind every number is a person, a family, or a child who found hope because you care.

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

COMMUNITY SUPPORTER SPOTLIGHT

Many Ways to Give

When LISTEN selected Betsy Alexander as our 2026 nominee for the Spirit of New Hampshire Award, we recognized her for more than four decades of service, generosity, and commitment to the Upper Valley.

Betsy first became involved with LISTEN in 1983 as a board member while raising a young family. Like many local parents, she also shopped in our Thrift Stores to clothe her children. Today, she continues to support the organization as both a volunteer and financial donor because she believes deeply in our mission.

Betsy loves volunteering at LISTEN's Food Pantry, where she works alongside dedicated staff and volunteers to welcome neighbors with respect and care. She especially values that we provide all of our services free of charge and address so many essential needs. As state and federal resources become more limited, she believes LISTEN is needed now more than ever.

For Betsy, volunteering is also deeply rewarding. **"LISTEN gives me the opportunity to feel like I am fully participating in the community, sharing what I have to benefit others,"** she says. "I get so much satisfaction from my time here."

Her advice to anyone considering volunteering is simple: "Wear good shoes and be prepared to meet a lot of friendly people."

Betsy's story reminds us that lasting community impact is built on one act of generosity at a time - and that each of us has something meaningful to contribute.

MORE THAN THRIFT STORES

Turning Generosity into Impact

LISTEN's three Thrift Stores in Lebanon, Canaan, and White River Junction are powered by an incredible team of staff and volunteers who make affordable shopping, environmental sustainability, and community impact possible every day. Over the past year, **volunteers contributed nearly 14,850 hours** to help sort donations and create welcoming stores for shoppers.

This year, we **expanded our selection of $1 items**, making everyday essentials even more affordable while giving donated items another opportunity to find a home. Our growing book departments also had a remarkable year, with more than **134,800 books purchased** by readers across the Upper Valley. Every sale supported LISTEN's mission.

This year, **420,000 pounds of unsellable textiles were recycled, and 144,300 pounds of books were redirected to secondary uses**, such as nursing homes, helping extend the life of donated materials while reducing waste.

Thrift Store revenue generates approximately 13% of the funding that supports LISTEN's programs, including food assistance, housing support, heating help, and service coordination. When you donate, shop, or volunteer at LISTEN, you're doing more than supporting a thrift store - you are helping build a stronger, more compassionate Upper Valley.

Executive Director

Kristi Lenart-Rikert *Sharon, VT*

Board of Directors

April Harkness *Chair, Hartland, VT*
Melissa Robinson *Vice Chair, Lebanon, NH*
Dick Green *Treasurer, Hanover, NH*
Ken Wells *Secretary, West Lebanon, NH*
Julie E. Findley *Lebanon, NH*
Dawnlynn Marston *Croydon, NH*
Valerie Nevel *Lebanon, NH*
Shawn Nichols *Grantham, NH*
Nancy Sansevere *Lebanon, NH*
Andrew Steele *Hanover, NH*

THE DIFFERENCE YOU MADE

47,051
Home-cooked meals prepared by over 20 volunteer cook teams

1,665
Individuals assisted with winter heat and electricity bills

800
People supported to successfully secure or maintain housing

3,628
Households that received service coordination for basic needs

5,533
People accessed 495,230 pounds of fresh produce and pantry staples

1,533
Families provided with Thrift Store gift cards totaling $251,251 for clothing and home goods

164
Children given the opportunity to attend summer camp

1,221 volunteers donated 26,979 hours of service with LISTEN!

Thousands of helping hands.
One stronger Upper Valley.
Thank you!

HERE WHEN IT MATTERS

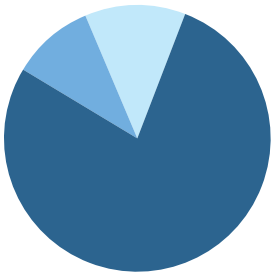
ADVOCACY IN ACTION

When Martha's federal food assistance through SNAP expired, she found herself navigating renewal paperwork and waiting weeks for her application to be processed while raising her two grandchildren on a fixed income. Unable to afford the gap in benefits, she turned to LISTEN's Food Pantry and Community Dining Hall to make sure her family had enough to eat. A LISTEN Service Coordinator helped her complete the paperwork, advocated on her behalf, and stayed with her through the process until her benefits were reinstated.

You Fuel Our Mission

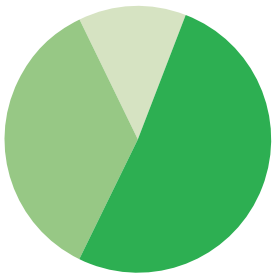
FISCAL YEAR 2026 PROGRAM SUPPORT

Expenses for Client Assistance



- 78% Program services
- 10% Administration
- 12% Fundraising

Revenue Sources for Client Assistance



- 51% Individual gifts — You!
- 36% Foundations, civic and faith groups, local businesses
- 13% Thrift Store revenue

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

HELP WRITE NEXT YEAR'S STORY

No matter how you choose to help, you're building a stronger Upper Valley.

GIVE

Your gift provides food, housing, heat, and other essentials for neighbors facing hardship. Give today at

listencs.org/donate

SHOP OR DONATE

Every purchase and donation at our Thrift Stores in Lebanon, Canaan, and White River Junction fuels LISTEN's mission.

listencs.org/thrift-stores

SPREAD THE WORD

Host a food drive, fundraiser, or workplace giving campaign to make a local impact.

listencs.org/how-we-help

VOLUNTEER

Share your time and help cook meals, sort clothes, stock shelves, and more. All are welcome! Sign up at

listen.volunteerhub.com

LISTEN Community Services

60 Hanover Street
Lebanon, NH 03766

listencs.org

(603) 448-4553

OUR MISSION

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

DONATE TODAY!