



Harbor Care

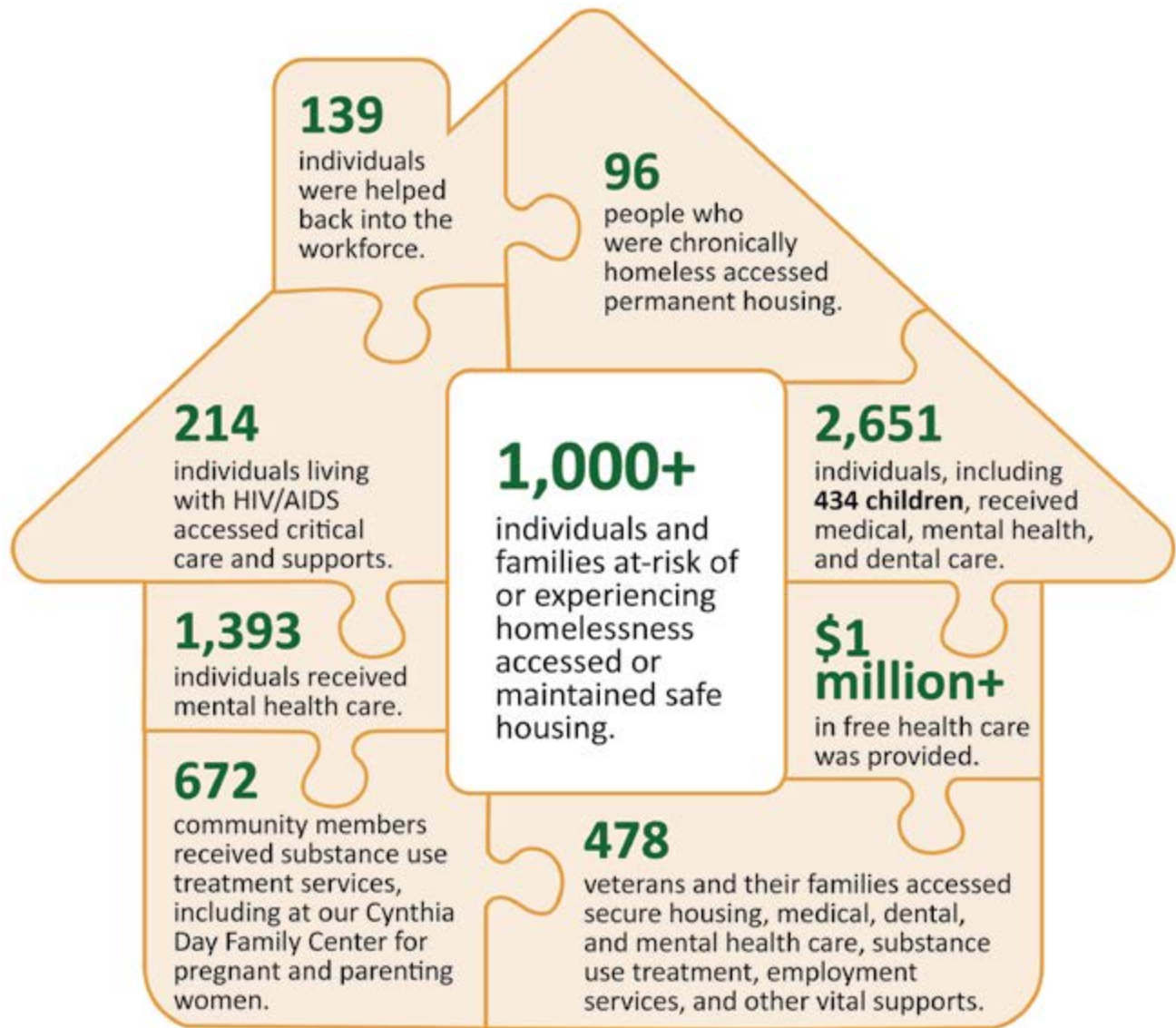
Annual Report
2022



Putting the Pieces *Together.*

2022 Impact

In 2022, Harbor Care helped more than 5,000 individuals and families access safe housing, medical, dental, and mental health care, substance use treatment, employment services, food, transportation, and more.



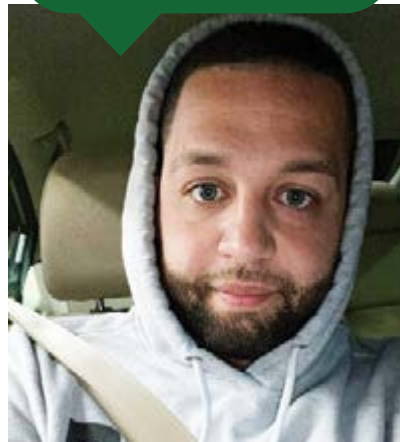
"I did it. I'm achieving things that if I was in active addiction I wouldn't be. I'm proud of myself."

- Brandy



"These guys 100% saved my life, and they can do the same for you."

- Kurtis



"They're coming from being homeless. I know what that's like."

- Stephanie, former client, Veterans FIRST staff member



"He's a miracle sent to me. I'm going to give him a better life than I had."

- Curtis, Army veteran



A Message From Harbor Care's New President & CEO

I am honored and privileged to be the new President & CEO of Harbor Care. Having spent the past twenty-plus years working in public health, including my previous role as Chief of Operations at Harbor Care, I have witnessed the extreme challenges that individuals, such as Julie, face. Thus, I understand how critical, and sometimes complex, the solutions must be.

Every day, people reach out to Harbor Care desperate for help. Desperation is an incredibly vulnerable place to be. Its weight can be crushing. It is our mission to lift that weight and offer hope to those who walk through our doors. We do so by creating stability, treating them with compassion, dignity and respect, and working together to build a brighter future.

The challenges our communities and state face with housing and homelessness, mental health and substance use are no secret. These issues are deeply intertwined. At Harbor Care, that interconnection has shaped our organization's evolution and our service approach.

Like a puzzle, we work with individuals and families to put the pieces together.

Stability takes time, commitment, collaboration with community partners, and support from our donors. The results of these collective efforts are significant, even *transformational*.

As you read through this report you will see the human impact of this work. Together, we are saving and changing lives and we are fostering a better community for all.

Gratefully,



Henry J. Och
President & CEO

This is one of the many emails we receive each day from people asking for help.



Beyond Housing, It's Home

Martha Coy has held a front row seat to the evolution of Harbor Care during her 31 years working with the organization. While much has changed, one constant has remained, according to Martha.

"We want every client who walks through our doors to feel accepted and that they matter."

Martha runs several of Harbor Care's supportive housing properties, including two of its original community residences for individuals with severe mental illness.

"We treat residents as if they were our family. In many cases, we are their only family."

Martha has built lasting relationships with hundreds of residents over the years, including Pam, who lives at Harbor Care's Betty Winberg House. "I think of Martha as my second mom," Pam remarks. "She is one of the nicest people you will ever meet."

Pam has long struggled with her mental health and has experienced significant trauma along with losing many family members in her life.

The stability Pam has realized while living at the Betty Winberg House has been critical to her health and well-being. "I feel very safe here," she states. "I have made a lot of progress over the years."

Pam is just one of countless individuals whose quality of life has changed significantly through safe housing and critical supports. It's residents, like Pam, who motivate Martha's steadfast commitment to this work.

"Every person who comes in, when they leave, they leave better."

I have no family – lost my parents and my brothers.

I didn't think I would ever come out of it, but Harbor Care has all these homes to help us.

I have made a lot of progress over the years. I sometimes cry, but I try to use coping skills to get through the day."

- Pam



Harbor Care operates properties throughout New Hampshire with more than 230 housing units.



Harbor Care is New Hampshire's leading provider of permanent and supportive housing for veterans, people experiencing chronic homelessness, and other vulnerable populations.

We serve more than 1,000 individuals each year, ensuring they access or maintain stable housing. This includes 24 properties that Harbor Care owns and operates. The types of housing and related services we offer are specialized to meet each client's unique needs, including supportive housing, transitional housing, community residences, and affordable housing.



The Homes of Harbor Care

Putting the Pieces Together...

Housing Solutions

Stable housing is foundational to the health and wellbeing of individuals and families. This fact has catalyzed Harbor Care's efforts to develop a wide-range of housing solutions, across dozens of properties, moving thousands of individuals out of homelessness and into homes.

Homelessness Outreach

We don't wait for people to walk through our doors.

Our frontline outreach teams seek out individuals living outside and in other unstable situations to connect them with critical services and safe housing. Change doesn't happen instantly. Staff start by building important trust, which takes time and often multiple visits. This might start with a pair of warm socks and a blanket, first aid, or a personal care kit.

"When we approach a campsite, we treat it with the same level of dignity we would someone's physical home. We offer resources and support. We continue to show up. If we say, 'We will be back tomorrow' then we show up tomorrow. The respect we provide somebody in treating them like a human being, is crucial."

- Jess, outreach staff

Medical and Dental Care

Harbor Care's Health & Wellness Center delivers essential health care services to individuals and families who are low-income, living in extreme poverty, or experiencing homelessness. Our onsite pharmacy provides affordable, life-saving medications. Similarly, our dental clinic provides vital care to hundreds of extremely vulnerable individuals who otherwise couldn't access dental care. Every year, Harbor Care provides more than \$1 million in free-and-reduced cost healthcare services.

In addition, Harbor Care offers specialized health services to key populations. We coordinate care for more than 200 individuals living with HIV/AIDS, achieving a 95% viral-suppression rate, which is 30% higher than the national average. Through Healthy at Home, our affiliated home health care agency, we deliver skilled nursing, physical and occupational therapy, and daily living care to community members who are homebound.

"Thank you so much to the dental team! They gave me an amazing smile. I always covered my mouth when I smiled. Not anymore! Without their help I wouldn't be able to afford the work I got done."

- Sean



Harbor Care addresses some of the most challenging issues facing our community and state, including housing, homelessness, mental health, and substance use.



Substance Use Treatment

The conditions that drive substance use amongst individuals we serve are trauma, co-occurring mental health disorders, and over prescribing.

Most individuals are also struggling with homelessness. When an individual enters substance use treatment at Harbor Care, they are accessing comprehensive care and support including mental health, medical, and dental care, housing, and employment services.

This unique model includes the Cynthia Day Family Center, our residential program for pregnant and parenting women and their children. Through our service approach we help individuals in crisis to stabilize, find hope, mend families, and move forward in a new life of recovery.

Mental Health Services

Mental health care services are integrated across Harbor Care's programs. As we foster a model of family-centered care, these services are critical to break the cycles of trauma and poverty that often lead to serious mental health challenges, substance use disorder, homelessness, and early death.

Last year, Harbor Care clinicians provided mental health care services to 1,393 individuals, including families, veterans, and children.

"The entire staff at Harbor Care is committed to the people they serve there. They know that recovery is possible; they're dedicated to the recovery of every person who walks through their door."

- Michael



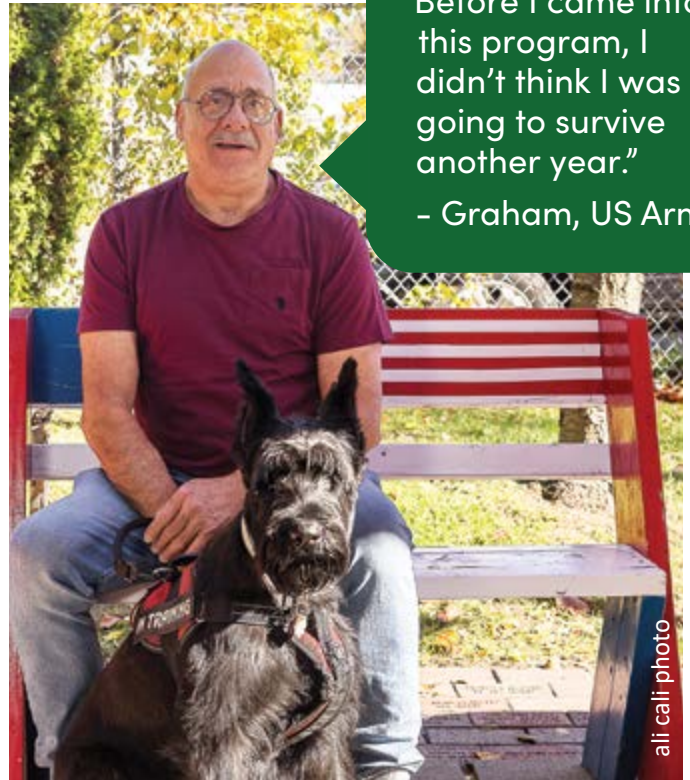
Veterans FIRST

Our Veterans FIRST program helps more than 450 veterans and their families each year, providing a pathway to housing, healthcare, jobs, and independence.

Harbor Care believes in helping veterans use their own strengths to get back on their feet. We use a “Housing First” model of care to provide veterans with stable housing so they can begin working on the lives they want to lead.

Then, with our unique mix of “veterans helping veterans,” housing, employment, and supportive services, we help each veteran follow a pathway to success.

In 2017 we effectively ended veteran homelessness in greater Nashua. Now, in partnership with federal, state, and local providers, **we are working to end veteran homelessness across New Hampshire.**



“Before I came into this program, I didn’t think I was going to survive another year.”
- Graham, US Army

Graham never imagined he would face homelessness. After a serious medical condition and the selfless act of taking care of his mother, Graham lost both his job and home. “This program has helped me in ways I had never even considered.”

Harbor Care Convenes Summit on Ending Veteran Homelessness in NH

In June, Harbor Care brought together more than 80 stakeholders, including service providers, policy-makers, and veterans with lived experience for a two-day summit focused on developing a plan to end veteran homelessness in New Hampshire in the next two years.



The 16th Annual Veterans Stand Down

Harbor Care hosted the 16th annual Veterans Stand Down event in partnership with the Veterans Affairs, Dept. of Labor, and dozens of local service providers – the largest resource fair providing at-risk and homeless veterans with important services and resources, including housing, food, clothing, employment, and more.



She Lost Everything, Then Found Hope and Family

When Sandy left the Air Force after 15 years of service, she thought she had the next chapters of her life mapped out. She and her husband worked hard and planned to retire together. But in 2020, her growing health challenges and the sudden death of her husband changed everything.

Sandy entered a very difficult time in her life. Sandy became reclusive. Realizing she had to make a change, she adopted a poodle named Jack. Jack helped motivate her to get out of bed each day. "Jack was the best thing that ever happened to me. He saved me during one of the lowest points in my life."

Due to ongoing public health concerns during the COVID pandemic, Sandy's access to medical care was greatly limited and her health continued to suffer. Sandy was admitted into the hospital. Upon her discharge she found she was losing her home.

Sandy had no place to go. She ended up living in her car.

"I lost my husband, I lost my health, I lost my home."

Sandy's care team at Manchester, NH Veterans Affairs (VA) connected her to Harbor Care's Veterans FIRST program and Buckingham Place, one of Harbor Care's transitional housing residences for veterans.

"Buckingham Place was a great place to land ... it really gave me the motivation and ability to pull myself together."

Sandy really appreciates the community that she found at Buckingham Place. She remains in contact with some of the veterans she met there.

Today, she has her own apartment in Seabrook, where other veterans who also came through Harbor Care programs also live. They have a unique kinship after working hard to get back on their feet.

Sandy also found an advanced dog training program and when Jack graduates, he will be a licensed therapy dog. Sandy is excited to share the joy that Jack brings her with others as they plan to visit local nursing homes.

"Harbor Care was there for me when I really needed them. They are like a family to me."

- Sandy, USAF



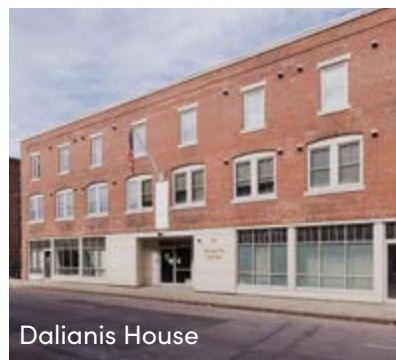
Harbor Care operates four housing residences for veterans.



Boulder Point



Independence Hall



Dalianis House



Buckingham Place

Delivering Critical Mental Health Care to Children at School



When a behavioral health crisis occurs, licensed counselors and social workers are available to meet student needs.

There is a significant need for mental health care for children and adolescents in NH. Trauma, caused by poverty, homelessness, neglect, and other adverse experiences, can have consequential impacts.

Children with mental health challenges are at greater risk of dropping out of school, substance use, risky sexual behavior, violence, and more severe mental health difficulties. **Suicide amongst adolescents and young adults in NH is 50% higher than the national average.**

Mental health care services are a critical part of tackling these challenges.

To address this, Harbor Care began delivering mental health care in schools.

Last year, we partnered with 15 schools throughout greater Nashua to serve 106 students.

The Dignity of Work

Harbor Care began piloting a new employment program for individuals living with severe mental illness, providing participants with tools and supports to pursue and maintain employment. Most participants had not worked for several years. **In 2022, this program helped 58 individuals secure employment, with an average pay of \$22/hr.**

One participant was Janet, who suffered from agoraphobia, an extreme fear of crowded places and leaving one's home. "When I first started, I had been unemployed for a very long time. I was terribly overwhelmed. Juliet [Harbor Care staff member] was very supportive. We met several times going over my strengths and abilities."

Janet and Juliet took small steps together. They first walked around Janet's apartment building, then the building grounds, then the neighborhood, then the town square, and beyond.



"With her help, my confidence started to grow and in February I started working! I am employed at the local Rite Aid and I am a shift manager with closing responsibilities. I am successful!"

- Janet

Corporate, Foundation, and Public Support

We deeply appreciate the distinguished support of our public, private foundation, and corporate partners in 2022.

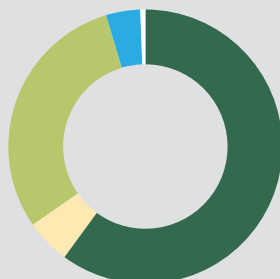
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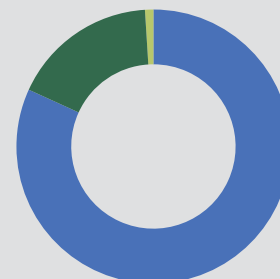
Revenue

Federal & State Grants and Funding	\$ 23,849,964
Philanthropy	\$ 2,107,891
Patient Services	\$ 11,915,879
Rent & Service Charges	\$ 1,606,557
Other	\$ 237,832
Total	\$ 39,718,123



Expenses

Programs	\$ 32,389,023
Administrative	\$ 6,813,586
Fundraising	\$ 391,718
Total	\$ 39,594,327



The above numbers reflect the audited 2022 fiscal year (July 1, 2021 to June 30, 2022).



Our mission is to provide vital services, including housing and healthcare to all in our communities needing assistance.

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At Harbor Care we help individuals and families put the pieces together and build a brighter future.

**Together, we foster
a better community for all.**



ali cali photo

*Once homeless, Michelle is now thriving.
"I'm not just surviving, I'm living."*

harborcarenh.org

