



**Committed to Ending Homelessness.**



Annual Report  
2023

# A Message From Harbor Care's Leadership

At Harbor Care we are committed to ending homelessness. Since opening our doors in 1982, we've been guided by a basic principle that **providing stable housing with support services, including healthcare, can end homelessness.**

The results of this approach are real. In greater Nashua, where our journey began, there was an **85% reduction in people experiencing chronic homelessness** between 2010 and 2020, as well as an effective end to homelessness for both veterans and people living with HIV/AIDS.



Henry J. Och,  
President & CEO



Joel Jaffe,  
Board Chair

photos by ali cali photo

Each year, nine of 10 individuals we move into permanent housing with support services don't fall back into homelessness.

Because the causes and consequences of homelessness are dynamic, Harbor Care has worked continuously to respond to our current community needs. Over the past year, we have introduced new services and achieving important milestones, such as:

- Launching a statewide veteran suicide prevention initiative;
- Establishing a new substance use treatment program that combines recovery housing with intensive community-based therapy;
- Surpassing more than 300 individuals permanently housed who had been experiencing chronic homelessness in our three-year initiative to address chronic homelessness;
- Expanding care for pregnant and parenting women in recovery to a whole-family model of care; and
- Receiving accreditation by the American Psychological Association to train 4th year psychology students as future leaders in mental health care.

Moving forward, we will continue to sharpen our focus to best meet community need. This includes strengthening partnerships to achieve the best outcomes for those we serve.

Ending homelessness in New Hampshire may sound complex. But ending homelessness, one household at a time, is achievable right now. **Your support makes it possible.**

With gratitude,

A handwritten signature in black ink, appearing to read 'Henry J. Och'.

Henry J. Och  
President & CEO

A handwritten signature in black ink, appearing to read 'Joel Jaffe'.

Joel Jaffe  
Board Chair

# 2023 Impact

In 2023, 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.

**1,000+**

individuals and families at-risk of or experiencing homelessness accessed or maintained stable housing.

**2,653**

individuals received medical, mental health, and dental care regardless of ability to pay.

**177**

individuals received home health care, allowing them to age in place and avoid hospitalization or institution.

**221**

individuals living with HIV/AIDS accessed critical care and supports.

**632**

veterans and families accessed secure housing; medical, dental, and mental health care; substance use treatment; employment services; and other vital supports.

**\$1 million +**

in free health care provided.

**680**

community members received substance use treatment services, including at our Cynthia Day Family Center for pregnant and parenting women.

**21**

community-based recovery centers received training and capacity-building while enrolling more than **2,200** individuals in recovery care.





**“I was given  
the tools  
and positive  
encouragement  
to do things for  
myself. That was  
a turning point  
for me.”**

**- Michael**



## **U.S. Army Veteran Michael Whitehouse arrived on the steps of Harbor Care's Buckingham Place apartments for veterans filled with a sense of hopelessness.**

*"I came into the program feeling broken in every way."*

Michael grew up in poverty and suffered both physical and sexual abuse as a child. He began drinking at age 13 to cope with the pain. He joined the Army seeking structure and purpose. But, when his service time ended, that instantly disappeared. Michael's life spiraled due to a serious substance use disorder. He lost everything, including his kids.

Driven by his love for his kids and his desire to be the father he never had, Michael connected with Harbor Care and began the difficult recovery journey.

**"I don't believe I could have stayed clean, worked on my mental health, or achieved the results I got if it weren't for the program and the caring, compassionate people in it. Things were not done for me. I was given the tools and positive encouragement to do things for myself. That was a turning point for me."**

Today, Michael has his own place and has reunited with his kids. He volunteers for a sober-active organization, manages a recovery house, and is completing his accreditation as a Certified Recovery Support Worker.

**"The feeling that I get when I help someone is indescribable. It's gratitude, love, compassion, and pride. The message is always hope. Nothing is too big to overcome."**



# **6 YEARS**

**of an effective end to  
veteran homelessness in  
greater Nashua**

# The Dignity of a

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

We help more than 1,000 individuals each year to access or maintain stable housing.



This includes 24 properties that Harbor Care owns and operates. The types of housing and services we offer are specialized to meet each individual or family's unique needs, including supportive, transitional, recovery, and affordable housing.



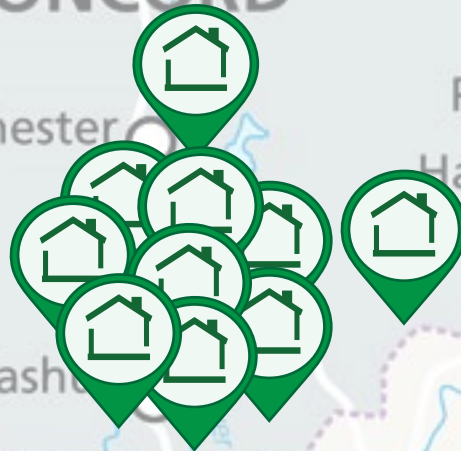
## 9 out of 10 Individuals

who move into permanent housing with support services each year **do not** fall back into homelessness

# Home is Foundational



Boulder Point in Plymouth is one of Harbor Care's four transitional and permanent housing residences for veterans in the state.





**“People come to us feeling overwhelmed by a new diagnosis. Or, they may come to us seeking sobriety or a mental illness that feels like such a heavy burden. We help offer hope and a way forward for people who may feel lost in their lives.”**

**- Jeff, Case Manager**

Kevin never imagined he would be diagnosed with HIV. He and his son were living with extended family at the time because he was struggling to afford his own apartment. Kevin was forced out of the house because of his diagnosis and separated from his son.

Stable housing is critical for people living with HIV/AIDS. The life-saving medicines must be taken consistently each day to achieve viral suppression, when an individual can no longer spread the disease.

Kevin’s doctor referred him to Harbor Care where one of our care coordinators helped him to access the supports he needed, including trying to find an affordable place to live. Last fall, Kevin moved into his own apartment and was reunited with his son.

Harbor Care’s HIV/AIDS service works with more than 200 individuals each year to coordinate care. **Our clients have achieved a 96% viral suppression rate, 45% higher than the national average.** We have effectively ended homelessness for individuals living with HIV/AIDS in greater Nashua for more than a decade.



**14 YEARS**

**of an effective end to homelessness for people living with HIV/AIDS**





Harbor Care’s Health & Wellness Center delivers essential health care services to individuals and families regardless of their ability to pay. Most individuals we serve are low-income, living in extreme poverty, or experiencing homelessness.

In 2023, we delivered care to 2,653 individuals, including:



**1,448**

accessed primary medical care.

**1,056**

received critical mental health care.

**605**

accessed dental care.



**“Having someone else  
willing to help me gave  
me the motivation to  
help myself.”**

**- Nicole**



*“When I was a kid, my mother would make concoctions to make me sick so she could call 911. I chose to do it because it was better than getting hit by a belt.”*

**Nicole grew up in a world of trauma, which led to significant health issues, addiction, and homelessness. She once lived in her car for three months during winter. “I was freezing. I was scared. Where do I park so I can be safe?”**

Desperate for stable shelter, Nicole rented a room at a local rooming house which she shared with three other residents, including men. She was assaulted one night while trying to sleep.

This horrific event, piled on to a life of trauma, triggered a mental health crisis that brought Nicole to the state hospital in Concord.

During her recovery, hospital staff connected her with Harbor Care to assist with housing.

Nicole soon moved into a two-bedroom apartment and began seeing a therapist. “I felt supported and loved. Having someone else willing to help me gave me the motivation to help myself.”

Nicole focused on getting better. She went back to school, earning her Associate Degree. She is now pursuing her BA in psychology with plans to obtain her doctorate. Nicole also works at Archways, a recovery community organization, in Concord.

**“My mission in life is to help people. Lots of people have helped me and now I get to give back.”**



**311  
Individuals  
& Families**

experiencing chronic homelessness moved into permanent housing over the last 36 months

# Supporting



ali call photo

“Having Recovery Organizations throughout the state is critical to the response to the addiction crisis facing New Hampshire and allows for unique community-driven response in a spirit of partnership and collaboration.”

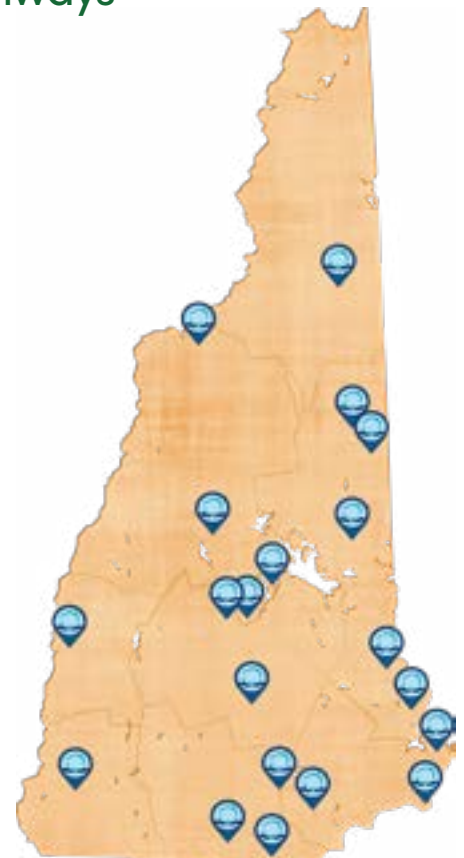
Michelle Lennon,  
President and CEO  
of Archways

## Powering Community-Based Recovery Care

Harbor Care coordinates a statewide collaboration of 11 Recovery Community Organizations (RCO) with centers in 21 cities and towns across New Hampshire – from Berlin and Lebanon to Nashua and Portsmouth. RCO’s are a network of community-based peer support organizations, where persons with shared experiences lead others through recovery.

“There’s nothing like saying I’ve walked a mile in your shoes. I can help,” says project director Cheryle Pacapelli. **“Recovery is often a lifelong process. People entering recovery often need to significantly change their lives – from how they have fun to how they maintain recovery. It helps to have a community.”**

Last year, RCO’s assisted more than 2,200 individuals on their recovery journey.



# Recovery Throughout New Hampshire

## Driven to Change Her Life



After a long struggle with substance use led her down a path of hopelessness, Kayla is committed to changing her life. "I've set up goals and I'm knocking them down."

Kayla entered our Cynthia Day Family Center (CDFC) in 2022 with nothing left to lose. Now, two years sober, working full time, and living on her own, Kayla is determined to succeed. **"I've worked hard to get where I am. I couldn't be prouder of myself. CDFC saved my life."**

Cynthia Day Family Center is a unique treatment and recovery program in New Hampshire that specifically serves pregnant and parenting women. Most women who come through our doors have experienced significant trauma in their life, including abuse, trafficking, and homelessness. They want something better for themselves and their children.

## Introducing New Community-Based Treatment and Housing

In 2023, we introduced a new substance use treatment service, providing intensive community-based individual counseling and group therapy.

To support this service we opened our first recovery house, a safe, drug-free residence to provide stable housing, which is critical to successful recovery.

**"**Having housing was extremely important. I was able to have my service dog, Blaze, with me. I wouldn't have been able to do it without him. *He was my reason for living.*"

- David, program participant

# 2023 COMMUNITY OUTREACH



Congressman Chris Pappas joined us at NH Summit to End Veteran Homelessness.

## VICTORY AT NH VETERAN STAND DOWN

In September, veterans from across the state attended the 17th Annual NH Stand Down, a resource and service expo for former service members experiencing homelessness or in need of assistance. Harbor Care hosted the event in partnership with U.S. Veterans Affairs and the Department of Labor. **More than 40 NH agencies participated, offering free supplies, food, haircuts, healthcare referrals, and more.**



Harbor Care joined dozens of service providers at the NH Stand Down for veterans.

## COMING TOGETHER TO END VETERAN HOMELESSNESS

Harbor Care's Veterans FIRST hosted the NH Summit to End to Veteran Homelessness, convening local, state, and federal stakeholders. Attendees brainstormed collaborative ways to more quickly identify and care for former service members in need of housing. Meeting at the end of June, attendees set a goal to house 50 veterans by Veterans Day (Nov. 11). **This challenge was exceeded with 70 veterans being safely housed in less than 5 months.**

## Thank You for Your Support

We deeply appreciate the support of our community who gave generously in 2023. A more detailed list of our donors can be found at [www.harborcarenh.org/2023donors](http://www.harborcarenh.org/2023donors)



# 20TH ANNUAL THANKSGIVING COMMUNITY DINNER



Mayor Donchess, Sen. Shaheen, Sen. Hassan, Congresswoman Kuster and Harbor Care CEO Henry Och helped serve over 300 meals.

More than 300 individuals joined us in celebration, fellowship, and dignity, for this important community event.

A special thanks to our volunteers, sponsors and The Common Man Family for creating a warm and welcoming experience for all those attending. All guests – many unhoused or at-risk of homelessness – left with gift bags filled with essential care items, winter necessities, and emergency supplies.

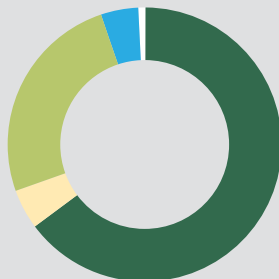
“I have no family in the area. I suffer from bad depression and loneliness, and this event was truly what the doctor ordered. Thanks so much for holding this!”



We are grateful for the dozens of volunteers who helped make the event so successful.

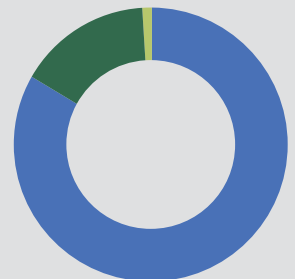
## Revenue

Federal & State Grants and Funding	\$ 25,972,873
Philanthropy	\$ 1,885,254
Patient Services	\$ 10,170,899
Rent & Service Charges	\$ 1,774,971
Other	\$ 317,844
<b>Total</b>	<b>\$ 40,121,841</b>



## Expenses

Programs	\$ 33,398,247
Administrative	\$ 6,311,023
Fundraising	\$ 406,135
<b>Total</b>	<b>\$ 40,115,405</b>



*These numbers reflect the audited 2023 fiscal year (July 1, 2022 to June 30, 2023).*



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

**Harbor Care**  
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**At Harbor Care we improve the lives of individuals and families in need by providing stable housing, healthcare, and other vital services.**

**With your support, we create stability and opportunity for individuals and families to thrive. Together, we foster a better community for all.**