

### SCHOOL SUCCESS:

HiSET Program 2017: 78% of graduates are working, in the military, in college or in a career training program.



### ADOLESCENT WELLNESS:

252 teens participated in community service and attended programs related to challenges with substance misuse, anger management and shoplifting.



### PARENTING SUPPORT:

319 parents engaged in parenting programs to increase their protective factors and skills. Through education and support, parents gain confidence and resilience and are more able to address the needs of their children.



### PARTNERING FOR A STRONGER COMMUNITY:

Sustaining robust partnerships with human service agencies, schools, our towns and key local businesses and funders provides The Upper Room with the resources and support to serve our children, families and communities.



## About Us

The Upper Room is a non-profit Family Resource Center, committed to the development of strong individuals and families in Southern New Hampshire and beyond. The Upper Room has a team of dedicated professionals who are working to improve the family life of citizens and communities, in a way that is unique to any place in New Hampshire.

## The Mission of The Upper Room

"Strengthening individuals and families by providing them with education, services and resources needed to lead healthy, self-sufficient lives."

Our founder **Anna Willis** passed away in December 2016: this picture shows her at our annual Ice Cream Social, laughing with characteristic warmth.

Anna made a real difference in the lives of others, and we feel privileged to continue her legacy. A scholarship in her name was developed for young people to grow.



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2017 ANNUAL REPORT



Message from our Executive Director

As The Upper Room closes out 2017, and I have settled in as Executive Director, I am appreciating our strong internal and external partnerships.

In our new **Rejuvenate Program**, we partner with our high school to support students who have been suspended, in an effort to keep these students academically engaged, as well as addressing the root causes prompting their suspension. Our partnership with the Department of Education on **E3** addresses systemic barriers to fatherhood engagement, and is offering paths out of long-time cycles of poverty and disengagement for teen and young parents, and improving the emotional, educational and financial well-being of their children. Finally, our **Young Adult Strategies Program** seeks to help 18-25 year olds stay gainfully employed, while addressing challenges that may impede long term success. YAS looks at mental health, substance misuse and other risk behaviors and provides resources and education along with a support group for skill development.

Our collaborations are also growing: interagency partnerships include non-for-profits, towns, schools, families, funding sources, and community members. These extended networks provide services to people in need, and offer the professionals within them a system of support. It is a shift that our organization and staff are embracing.

We look forward to 2018, and the many amazing opportunities ahead of us.

Brenda Guggisberg, Executive Director



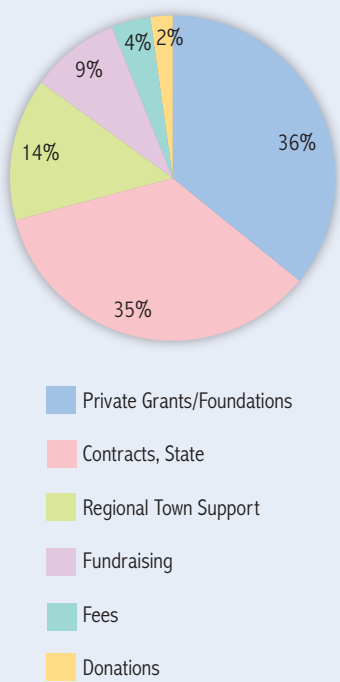
Funding Sources

The Upper Room relies on a myriad of grant, foundation and contract dollars for more than 2/3 of our funding. We are grateful for community fundraising and support from you!

In addition, we received \$179,715 of in-kind donations, from office supplies to auction items, food and building supplies.

We are proud to work with 92 regular volunteers who donated 3,058 hours to our programs this year.

In addition to our programs and services, our Food Pantry offers immediate assistance for primary needs to our families. The Upper Room's Food Pantry is 100% volunteer run and community-supported through donations. We provided 22,131 meals to 2,459 people from 996 families.



Our Programs

**High School Equivalency Test Preparation (HiSET)**

Small classes focus on the material needed to pass the test and receive a high school credential. Our dedicated, long-time teachers also support students in career and college planning.



**Teen Information for Parenting Success (TIPS)**

TIPS is a weekly support group for young parents and their children; offering both school and community-based services. The TIPS program's holistic, multigenerational approach is being recognized for its innovation at the national level.



**Greater Derry Family Outreach (GDFO) Program**

A skilled and caring counselor visits families in their homes to support parents in their journey; offering guidance toward strong parenting skills and identity.



**Greater Derry Juvenile Diversion (GDJD)**

GDJD uses community service, restitution and education to provide a second chance for young people who have made a poor choice. The program's recidivism rate is 16.8%, lower than the state of NH and significantly lower than the national rate. Our community service program (CSLO) provided 775 hours of service to our towns this year.



Highlights

Our **16th Annual Family Matters Auction** was a huge success and a terrific Broadway-themed night for friends & supporters of The Upper Room. Auctioneer Bill Burke roused and entertained and delighted the crowd at Birch Wood Vineyards. Huge thanks go to our Auction Chair Angie Wiesmann for her months of creative work!

Moo's Ice Cream provided the sweet stuff, Well Sense Health Plan brought a fantastic face painter, FunBounce and Simply The Best Entertainment offered fun & music while happy families enjoyed it all at our **Ice Cream Social**.



Our **3rd annual road race** for families is Sunday April 8 – registration is open at [lightboxreg.com/the-upper-room-race-for-families-turff\\_2018](http://lightboxreg.com/the-upper-room-race-for-families-turff_2018) – get a holiday discount with the code BELLS.



Fund A Family:

When you fund a family, you support programs that provide them the tools to build a healthier more self-sufficient life. By investing in these families, you are changing their long-term potential, health and family cycles, and offering hope and education to promote greater wellness.

One of the highlights of our Family Matters Auction was hearing from our TIPS alumna Genny. She has succeeded in life and credits TIPS for starting her on her way. She spoke about her struggles as a pregnant 16-year-old, floundering at school, estranged from her family. She was seeking community and found it at The Upper Room. Genny related a beautiful metaphor about female elephants gathering in a protective circle as another gives birth to a baby elephant. That was Genny's experience in TIPS.

Nineteen years later, Genny holds a master's degree, owns a small dance studio, teaches kickboxing, and is married with 4 children. Her oldest, JJ, will graduate from college next year. Her experience illustrates how funding a family breaks cycles of poverty & substance abuse.

