



2020 ANNUAL REPORT



NEIGHBOR HELPING NEIGHBOR.

Turning compassion into action thanks to your generosity.

This past year has been like no other. For our clients across the region who were already at risk for financial hardship, the pandemic has pushed them to a new level of stress. For those who have found themselves unexpectedly without and facing crisis for the first time, LISTEN provided a caring space to problem solve with access to vital assistance.

The outpouring of generosity from across the Upper Valley has been a tremendous boost to LISTEN's impact during this past year, as we partner together to keep our community safe during the COVID-19 crisis.

The level of need among underserved individuals and families across the Upper Valley has continued to rise steadily over the last several years. The good news is that LISTEN is here to help—because of the generosity of people like you.



FOOD PANTRY

Hunger is a growing problem here in the Upper Valley, especially for those recently unemployed. When our neighbor Julia visited LISTEN's food pantry, we were ready to send her home with fresh produce, cereal, and more. Julia works at one of the local hospitals, and her husband recently lost his job. They could no longer make their income stretch to feed their family of four and pay for other necessities. Julia was hesitant to come by and ask for support. Our staff boosted her spirits and told her to come back soon.

This year the number of visits to our food pantry increased by 75% for a total of 3,854.

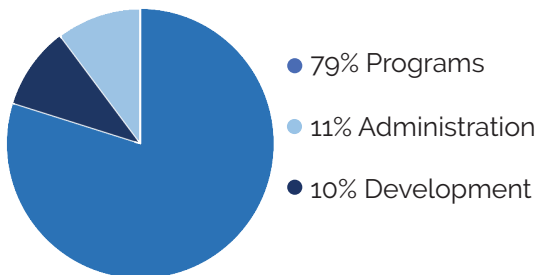


HOUSING HELPERS

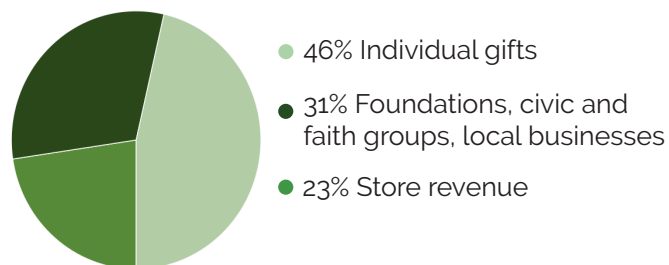
When Sonya, who lives modestly on her monthly Social Security payment, shared that she could not afford her diabetes medication and her upcoming rent, LISTEN was there. We wrote a grant and accessed resources recently allocated by the State of New Hampshire to help those who have lost income due to the coronavirus.

PROGRAM SUPPORT

HOW WE SPENT CONTRIBUTIONS



WHERE CONTRIBUTIONS CAME FROM



These numbers represent funding to support our programmatic impact in 2020.

YEAR IN REVIEW



34,276

Home-cooked meals prepared by 60 volunteer cook teams



407

People with a roof over their heads

**Heating
Helpers**

1,052

People with heat to stay warm during the winter



\$34,752

Additional COVID relief grants coordinated for clients with funds from Granite United Way



1,910

People with vouchers to purchase items at LISTEN



110

Kids with the opportunity to go to summer camp



70,611

Pounds of food distributed to 1,778 people



9,320

Service hours provided by volunteers to support our mission



Together we are ensuring hope and vital support to help our community move forward to rebuild and thrive tomorrow. Thank you.

*Photos of individuals and groups without masks were taken prior to COVID-19.

RENEWED HOPE AND SUPPORT THANKS TO OUR UPPER VALLEY COMMUNITY



FOOD ASSISTANCE

"I never thought I would be in this position. Five years ago I was donating clothes that I no longer needed, and now I'm here looking for help." These are all too familiar words that we hear from visitors to LISTEN. For Linda, who came to see us this summer, we found ourselves grateful once again to be able to help. Today, Linda is homeless here in the Upper Valley. Unable to afford groceries, Linda had not eaten in three days when she came to our doorstep. She had come to the food pantry looking for food assistance, and fortunately, our help did not have to stop there. LISTEN was able to provide her with groceries, toiletries, a change of clothes, and guidance to find a warm dinner 6 nights a week through our community dinner program.

"LISTEN has done many good things for me. They have restored my faith in humanity and community."

-Brenda from Lebanon



HEATING HELPERS

John is a single dad with a chronic health condition. He is able to work part-time when his symptoms are under control, and otherwise he serves as the primary caregiver for his young children. As John's health has slowly deteriorated, he was able to apply for disability relief and he is currently waiting for a disability claim to be approved. Without this financial bridge, John is unable to pay his household bills. He contacted LISTEN this summer, fearful of not being able to afford his mounting electricity bills and the expensive fees to reconnect his service. Fortunately, we were able to step in to help him avoid any additional fees and give him the boost he needed to support his family.

NEIGHBOR HELPING NEIGHBOR: VOLUNTEERS TO LISTEN COME IN SERVICE TO OTHERS



This year, long-time Lebanon leader Terry Grigsby was honored with the Volunteer Service Award at the 2019 Spirit of NH awards. A volunteer at LISTEN's thrift stores for over 10 years, Terry has gifted the Upper Valley with several thousand hours of her time organizing jewelry and clothing to be sold in support of LISTEN's programs. A retired teacher, Terry has focused the next chapter of her life on helping our community in other ways. "When I worked in several of Lebanon's schools, I saw many families in need of the basics. I still know many people that must decide between purchasing food or heat. It is a good feeling to help in this way."

Volunteers at LISTEN bring value and connection to us all. Thank you for making a difference this year.

"At times in the Upper Valley, you don't realize how much need is here -- every single day. Volunteering at LISTEN has brought us closer together as a family and also closer to our community."

-Jay Benson, LISTEN Board Member and Community Dinners volunteer





"We truly value our responsibility to care for our community."

-Stacey Chiocchio, Community Citizenship Manager

Hypertherm's vision and culture encompass corporate social responsibility. "We truly value our responsibility to care for our community. Hypertherm is grateful to participate in LISTEN's programs, and improve the lives of people across this region." Shares Stacey Chiocchio, Community Citizenship Manager. "Our partnership with LISTEN has been an especially impactful part of our cultural immersion program for new hires. We appreciate the sense of purpose and connection to our community." Hypertherm's Associates have donated their time for many years. Activities this past year included cooking and serving dinners at the Community Dinner Hall, sorting clothes and household goods at the Miracle Mile thrift store, painting walls in LISTEN's food pantry in Lebanon, and more.



"Volunteers to LISTEN enable us to deliver vital services and programs. Good people like Terry Grigsby, our many friends at Hypertherm, and hundreds of others of people gave their time and expertise this year. Because of their generosity, more community members have benefited from LISTEN's programs."

- Angy Zhang, Program Director at LISTEN

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OUR SERVICE AREA



We are excited to share with you the latest addition to our food pantry. This wall recognizes businesses and individuals who support our food pantry and join us in the fight against hunger in the Upper Valley.

WHAT'S AHEAD

LISTEN's counselors meet with clients every day who are struggling to make ends meet. They are our own neighbors from across the Upper Valley who have exhausted all resources and cannot meet the basic needs of their families, like buying groceries or heating their homes.

This past year has been a true testament to our partnership in providing essential services in our community. When you gave and shopped with us, the proceeds provided the resources we needed to support our neighbors as they work toward greater self-sufficiency.

LISTEN will continue to be here, despite COVID-19, as financial, staff, and volunteer resources are available for us.

We are grateful for our community. We are grateful for you. Your kindness makes a difference every day.

HOW YOU CAN HELP

www.listencs.org
60 Hanover Street
Lebanon, NH 03766



GIVE.

Your donations mean that we have the resources to respond immediately to prevent evictions, provide groceries, electricity, hot water, and more. Your caring means we can offer vital assistance to our neighbors across the Upper Valley, especially those impacted by the COVID-19 crisis.

To give online, visit: www.listencs.org/donate



VOLUNTEER.

The gift of your time supports our community. Volunteers for LISTEN sort clothes and housewares, cook meals, stock pantry shelves, and more. Everyone is welcome! Come alone or with your family, colleagues, or other small group.

You can sign up and learn more at www.listen.volunteerhub.com



ADVOCATE.

Please help us to spread the word about the vital services LISTEN offers in our community. You can advocate for LISTEN by sharing stories of our impact with your friends and neighbors; sponsoring a fundraiser or food drive; and donating your gently-used items to our thrift stores.



OUR MISSION

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