



2019

Annual Report



**The Partnership for
Successful Living**

**A Letter from Peter Kelleher, CEO and President,
and Daniel Sallet, Chair of the PSL Board of Directors**



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As we reflect on 2019, the idea of **unity** resonates as central to the Partnership for Successful Living. Working together has proved invaluable in helping those we serve—5,000 of New Hampshire’s most vulnerable community members—realize their own successes.

For some, success was reaching out, any time day or night, and asking for help with substance use recovery. For others, it was halting the cycle of homelessness and moving into a new, permanent home. For others still, it was enjoying the holidays outside of a hospital or institution for the first time in years.

Absolutely, these successes relied on the resiliency of those we serve, the dedication of our staff, volunteers, and donors, and the strengths of each PSL organization. But most of all they relied on **partnership**—on the belief that together we are more than the sum of our parts. By integrating services and unifying, we provide more than just housing, health care, and supportive services—**we open the door to each individual’s independence and ultimate success.**

On behalf of our Board of Directors, staff, volunteers, and most importantly those we serve, thank you for your partnership and support.



Boulder Point Veterans Housing opened the summer of 2019 and offers 30 units of permanent supportive housing. PSL's Veterans FIRST program helps ensure no veteran remains homeless in NH, and Boulder Point is an essential step in effectively **ending veteran homelessness statewide**, a feat already achieved in Greater Nashua. Thank you to all the donors who made this a reality!

Nashua Safe Stations **reduced opioid overdoses and fatalities** in the city to the lowest levels since 2015. A group effort between the PSL, Fire Department, Police Department, Mayor's Office, hospitals, and AMR, the program turns fire stations into access points for substance use treatment—activating the PSL and getting clients help in under 15 minutes. The program inspired replication in other communities throughout the nation.



Our Permanent Supportive Housing, which follows the best model for ending homelessness, is expanding. Since 2018, the PSL gained access to **84 new housing vouchers** for individuals with disabilities to live independently. With a voucher that helps cover rent, along with the many PSL services, clients access the housing, healthcare, and supports they need to live successfully.

“Homeless at 85”

For his first 84 years, Paul lived the picture of an American life. He joined the Marines (naturally, after losing a bet), received two purple hearts in the Korean War, worked for forty years in a steel mill to support his family, and retired with his wife, Sharon. But **at 85, he and his wife found themselves homeless.** It was a family issue. Paul’s step-child had health concerns that soon consumed their pension and social security. After losing their home, they had few options; none were permanent.

Two years passed before they found a stable home—when they became **the first residents of Boulder Point Veterans Housing**, the PSL’s new permanent supportive housing for veterans in northern NH. For the PSL and Boulder Point’s many donors, their entrance was the culmination of years of effort. Ever the frank man, Paul likes that his new home is across the street from the market and his visiting nurse. He thinks it’s nice living with other veterans, and he is busy finding a donated pool table for the community room. But what’s “really great” is having **a place of his own.** Paul and Sharon hosted Thanksgiving this year—once again a picture-perfect American home.



“Good Morning, Family”

Routine helps manage Bipolar Disorder, but for Kevin—also living through homelessness—his daily routine has often been two rituals. Every morning, he says, “Good morning, family,” and every night, he says, “Good night, family.” He’s a devoted Christian, and it’s his greeting to God.

Earlier this year, Kevin’s sister—long a source of strength—passed away. He **became deeply depressed**, which reignited his alcoholism and led to him living on the streets. Morgan, a PSL outreach worker, found him and connected him with the PSL’s crisis housing. Within hours, Kevin says he felt **reintroduced to “optimism.”**

Morgan met Kevin every week. She guided him towards independence and through the PSL’s residential substance misuse treatment and psychiatric care. When talking to Kevin now, even though he’s reserved, optimism bubbles up. Kevin entered AA and, for the first time, has a sponsor. Kevin is also confident that, with the help of Morgan and the PSL, he will find an apartment—and **regain his stability and life.**



Housing + Healthcare = Success



Housing

2,000 Housed

- 1,300 individuals with disabilities
- 450 veterans
- 400 children

4,000 Accessed Healthcare & Supports

- **\$1,500,000** in donated care
- **27,000 visits** for primary, dental, and behavioral health care, including Medication Assisted Treatment
- **20,000 home care** visits helping patients avoid hospitals and institutions
- **700 individuals** accessed residential or outpatient substance use treatment
- **250 individuals** accessed HIV/ AIDS case management, food, and other supports



Healthcare

In Greater Nashua, the PSL helped realize:

97%

Decrease in unsheltered homelessness (since 2005)

3 Years

No veterans in long-term, unsheltered homelessness

25%

Reduction in annual opioid overdoses and overdose deaths (the lowest since 2015)

94%

Decrease in chronic homelessness (since 2005)

10 Years

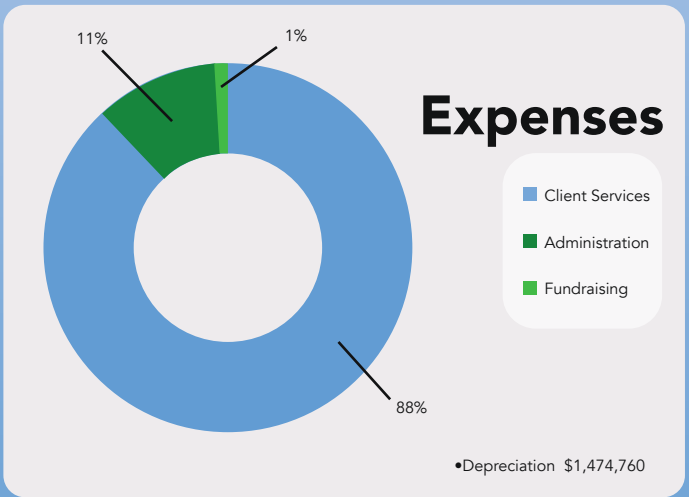
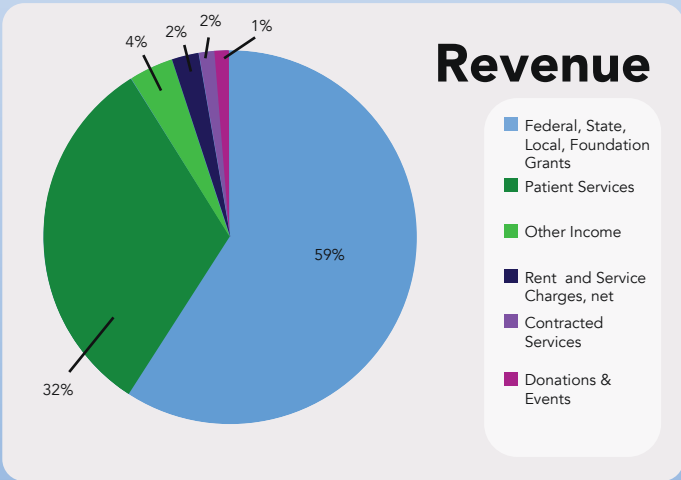
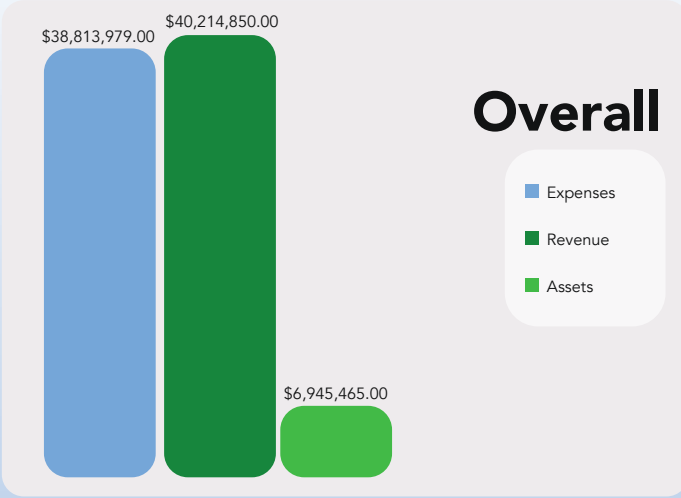
No individuals with HIV/ AIDS in long-term, unsheltered homelessness

96%

HIV/ AIDS case management clients who achieved viral suppression

Summary of Financial Statements

July 1, 2018 - June 30, 2019



“Amazed and Proud”

Below is a reflection from Joel Jaffe, a PSL Board Member for many years.

“My late wife, **June Bolotin Jaffe, helped develop this agency** while working for the NH Department of Behavioral Health. She was very enthusiastic about the organization and its President, Peter Kelleher. She often came home after work and talked about it. My own father had suffered from bipolar disorder—in the days before lithium. Having firsthand knowledge of what mental illness can do to a family, **I knew the importance of the mission.**

“When June was diagnosed with breast cancer, she continued working and maintained her relationship with the organization—even through chemotherapy. After she died in 1992, I donated a small amount of money in her name. We still had two children in grade school at that time, but I knew she would have wanted me to. I joined the Board of Directors a few months later.

“June would be **amazed and proud** to see how ‘her’ project has grown!”



“The Road to Himself”

Today, Patrick is a **respected staff member at the PSL**—charismatic and experienced. At sixteen, though, Patrick was shy. He remembers mustering his confidence to tell his family and friends he was gay. However, Patrick also credits alcohol and drugs with getting him “out of his shell,” and he grew to depend on them. At twenty-three, Patrick was **out of college, cycling through jobs, and living with HIV.**

In danger of becoming homeless, Patrick met with Wendy LeBlanc at the PSL. Their meeting proved pivotal. Wendy was easy to talk to; she appreciated the motivations behind Patrick’s decisions—and their consequences. Calling on the PSL’s many services, she helped him maintain his housing, enroll in substance use treatment, and work with a psychiatrist.

Patrick transformed. His success was so striking that when a position as a PSL HIV/AIDS Peer Support specialist opened, he was hired. Patrick is now seeking a Bachelor’s Degree and hopes to join the recovery workforce. The road to himself has not always been clear, but without the PSL, he wouldn’t be finding his way—nor helping others do the same.

We do great things - together. Join us in supporting success!

Bold, innovative, efficient, and effective—the **Partnership for Successful Living** is a collaboration of four nonprofits that helps 5,000 vulnerable families and individuals in New Hampshire **combat homelessness and gain independence.**

Please **visit our website to donate** or learn how you can help.

www.nhpartnership.org
hope@nhpartnership.org
(603) 882-3616



Our Offices

Main Office

*Administration; Housing,
Veteran, & HIV/ AIDs Services*
77 Northeastern Blvd.
Nashua, NH 03062
Phone: (603) 882-3616

Keystone Hall

*Residential Substance Use Treatment
& Harbor Care Center Site*
615 Amherst St.
Nashua, NH 03063
Phone: (603) 881-4848

Harbor Care Health & Wellness Center

*Primary and Behavioral
Health Clinic & Pharmacy*
45 High St.
Nashua, NH 03060
Phone: (603) 821-7788

Crisis Services

12 Amherst St.
Nashua, NH 03060
Phone: (603) 816-0101

The PSL has additional offices and facilities in Nashua, Manchester, Concord, Keene, Claremont, Salem, Antrim, Plymouth, and Brentwood.