



2016 ANNUAL REPORT

ONLY BY **GIVING** ARE YOU ABLE TO  
**RECEIVE** MORE THAN YOU ALREADY HAVE.



## A LETTER FROM THE BOARD OF DIRECTORS

Friends of SHARE,

Our past fiscal year was full of challenges, opportunities, and progress as we strive to provide our clients' most basic needs, to assure a sense of family security, and to treat each individual with respect.

One of the biggest challenges SHARE faces is responding to the ever changing economic environment our clients face, and the continuing erosion of the basic network of social services provided at both the state and federal level. Funding for well established "safety net" programs like fuel assistance, food stamps and TANF (Temporary Aid for Needy Families) continues to decline or become increasingly restrictive.

Despite an improved economy, families living at or near the poverty level see only entry level job opportunities at minimum wages which have not risen for over a decade. Prices for basic goods and services rise while incomes do not. This is the environment in which we operate.

The primary responsibility of the Board of Directors at SHARE is to anticipate and understand these forces, and to utilize our resources in the most effective and efficient way to maximize our impact upon our client base. During the past year, we engaged in developing a new strategic plan. As you will see in another section of this report, we concluded that our ongoing success is dependent upon four primary "pillars" that support our mission and assure progress in addressing our near term challenges while staying true to our long term vision.

During the past year, SHARE expanded its partnerships with other organizations and service providers. Each Tuesday evening, we welcome 80-100 hungry community members to SHARE for a free dinner organized and sponsored by area churches and service organizations. This past June, St. Joseph Community Services' Meals on Wheels program joined the SHARE Center and is now operating its congregational dining and home delivery from our site. We are glad to have them as part of our center of service. SHARE also works closely with agencies including Bridges and the Souhegan Valley Boys and Girls Club to fully meet the needs of our clients.

Despite the challenges, our work at SHARE provides great satisfaction and the rich reward of knowing that our work matters and our organization is an important part of the social fabric of the communities we serve. On behalf of the Board of Directors, staff and volunteers we wish to thank each of you who support SHARE in so many different ways.

Sincerely,



Paul Spiess  
Chair, SHARE Outreach Board of Directors

THE **MISSION OF THE SHARE PROGRAM** IS TO PROVIDE FOOD, CLOTHING, AND EMERGENCY FINANCIAL ASSISTANCE TO AREA FAMILIES IN NEED WHO DO NOT QUALIFY FOR GOVERNMENT ASSISTANCE OR FOR WHOM THAT ASSISTANCE IS INSUFFICIENT OR DELAYED IN COMING. SHARE ALSO COLLABORATES WITH OTHER ORGANIZATIONS TO PROVIDE ACCESS TO SERVICES AND INFORMATION, WITH A GOAL TO PROMOTE SELF RELIANCE WHILE MAINTAINING THE DIGNITY OF CLIENTS.

## A GRANDMOTHER'S LOVE

Mental illness and addiction take people away from their families and leave others behind to pick up the pieces. This is the story of many families served by SHARE. One family is a grandmother raising a grandchild. It started with the grandmother coming to SHARE to access the food pantry. While loading groceries into the car, she said "Wow! My grandchild is going to be so excited to actually have protein!" which indicated to SHARE staff that the needs of this family were probably much greater than simply using the food pantry. After some gentle encouragement, she came in to meet with staff. The application for food stamps and healthcare was completed. After more conversation and more meetings, SHARE staff also supported the grandmother to complete the application for SLMB, a state benefit that pays for Medicare premiums, putting more of someone's social security benefit in their pocket. Receiving more of her social security means, despite a very tight budget, she can have more independence in paying her own bills. After building a relationship with SHARE staff, the grandmother feels comfortable coming in and asking for help when something unexpected comes up. Now that these benefits have been set up, their day to day stress level has significantly decreased. Without this anxiety each day, she can focus less on picking up the pieces of a struggling family, and more on building a foundation on which her grandchild can thrive.

*"SHARE is a valuable resource for our community and their continued efforts have kept my family and other families together. The SHARE program is a one-stop resource center for those of us in need in the Milford area. SHARE's dedicated staff provides assistance at local, state, and federal levels, working as a liaison for people who don't always understand or have access to these programs on their own."*

-SHARE client and grandmother



## A NOTE FROM OUR EXECUTIVE DIRECTOR

A client came in recently and as I saw her, I thought about how long I have known her and how our mode of helping her has changed so much over those many years.

We have seen this woman through poverty, mental illness, addiction, marriage, divorce, incarceration, motherhood (and grandmother-hood), hunger, homelessness, and now, a life threatening illness. She has lived through more than enough for any one person.

When I began my tenure as Executive Director seven years ago, we were working with this client. She always seemed to need something. She had an eviction notice for nonpayment of rent or her electricity had been shut off or she needed food or a prescription. SHARE helped her often with these necessities by paying a bill or allowing her an extra shop in the food pantry. Over the years, she moved away, came back, and lost and regained custody of her three children several times.

A year ago, she returned to Milford. Finally sober, she was living in one room on \$700 per month. She still has needs from time to time, such as money for rent and food from the pantry, but now we are able to offer her much more. Weekly, she meets with SHARE's Client Advocate. Together, they have developed goals and a roadmap to reach them. Her serious illness and her reliance on government insurance means she must travel a long, complicated road to receive the care she needs. Our advocate helps her in that journey; sorting out

lack of insurance coverage for certain treatments, helping the client understand her medical treatments, and advocating for her with doctors, pharmacies, insurance companies, and the state. All these things have helped the client to become more independent, confident, and resilient.

SHARE continues to evolve. I am proud of our professional social service staff that is educated and experienced in working with families and individuals in all sorts of crises. As you read through this report, I think you will see that while we have come far in terms of the types of assistance we can offer, in many ways we have not strayed from our beginnings in the basement of St. Patrick's Church in 1979. Our core values remain the same: to treat all who come through our doors with dignity, respect, and compassion. I see that in action every day.

Sincerely,



Christine Janson  
Executive Director

NEVER UNDERESTIMATE YOUR ABILITY  
TO MAKE SOMEONE ELSE'S LIFE BETTER  
—EVEN IF YOU DON'T KNOW IT.

## A NOTE OF APPRECIATION

It's hard to tell you about SHARE if you haven't been there. To make someone fully understand what it's like, you walk in often down, humiliated, needing help, and the ladies there manage to not only help your situation but care enough to make sure you feel better about it emotionally as well. They make an effort to know everyone's names. You are not just a number there. They are kind to my three year old with special needs when he runs around. They could act annoyed, or put out, but they never do because they genuinely are not. They make you feel like everything is going to be ok. They make that building feel like your home, so when you walk in, you can hold your head a little higher. They have helped me with everything from rent to food to toys for my children on Christmas. The toy store they provide allows people in my financial situation to wake up Christmas morning with their little ones and be able to give them the kind of magical Christmas that they deserve. Knowing the people who adopt our family at Christmas and those who donate toys exist lets me know that there are still good people in the world. Kindness exists. It lets me know we matter. Because when you are down, the world can feel like a very lonely place. It's easy to feel down when you are struggling and a low income family. SHARE helps families keep their lights on, eat a balanced meal, and even get medicine they cannot afford.

But it's more than that. I mentioned that they care about how you are doing emotionally. I cannot stress that enough. They are always willing to lend an ear, to treat you like a friend and listen when you need it. When you go there, it's not the sort of place where they just want to get you on your way as soon as possible—they want to get you *back on your feet* in every possible way. They let you know you have somewhere to go where people want you to do well; people who are rooting for you and your family to rise up out of the darkness and lead a life that is a little brighter. There is not a person there who is not exceptional. I am eternally grateful for all their hard work.

When you are low income and you try to get help at different agencies, it can often feel like no one cares. It can make you feel more alone, isolated and depressed. SHARE makes people feel like they have a place in this world to go when times are hard and they will be treated with dignity, respect, and kindness.

Thank you to the people of SHARE, those who work there, and those who donate. You have no idea what an impact you have on our lives.



## STRATEGIC PLANNING

During the past year, the Strategic Planning Committee, working in conjunction with the full Board of Directors, initiated a process to update SHARE's Strategic Plan and create a framework to develop annual action plans to reach our long-term goals. The project started with a review of our current Mission and Vision statements and organizational values, followed by a series of one on one discussions with each board member to gather input about individual and committee goals, organizational strengths and weaknesses, and our vision for the future.

This process resulted in a document that identified four basic "Pillars" that will provide the foundation for our long-term stability and success. Those pillars are:

**Financial Sustainability:** Assure financial sustainability as SHARE broadens its scope to adjust to increasing client needs and related community opportunities.

**Innovation/Efficiency/Training:** Facilitate the growth of our team by offering innovative and efficient supports and services.

**Collaborations/Convener:** Strive to provide more and varied services to our existing clients in our identified communities by collaborating with others.

**Education/Awareness:** Seek new opportunities to explain what we do and for whom; to increase referrals; to raise the consciousness of the needs of others less fortunate.

With these four principles guiding our work, each operating committee is now working to develop annual action plans that will direct our work for the coming year while keeping SHARE focused on our mission and values. Strategic planning is never done. It is an iterative process that forces the organization to constantly evaluate its goals, direction and performance, with our clients' evolving needs at the center of the process.

Sandra Pelletier  
Chair, Strategic Planning Committee

*"I feel like we all have a special ability to make one small change in a person's outlook each time we interact and I love being part of it."*

-SHARE volunteer

**VISION:** SHARE IS A RESPECTED NONPROFIT THAT CARES FOR THE COMMUNITY'S MOST VULNERABLE IN COLLABORATION WITH GOVERNMENTAL AND OTHER NON-PROFIT AGENCIES BY PROVIDING A TEMPORARY SAFETY NET TO ENSURE BASIC NEEDS ARE MET. SHARE ALSO OFFERS ADVOCACY, PLANNING, AND FACILITATION OF SERVICES TO HELP CLIENTS ENHANCE THEIR STRENGTHS AND CAPABILITIES THAT WILL LEAD TO LONG-TERM STABILITY AND SUCCESS.

## SHARE'S VALUES

### MAKING A DIFFERENCE/IMPACTFUL

We seek to change the status quo, making an impact.

### DIGNITY AND RESPECT

We treat each person as a meaningful individual.

### FINANCIALLY STRONG & PRUDENT

We are financially strong and are prudent about our resources.

### RESPONSIBILITY

We have a responsibility to implement our core values in everything we do.

### NONJUDGMENTAL/OPEN-MINDED

All clients deserve to be treated with dignity and served in a nonjudgmental way.

### TRUST/INTEGRITY

SHARE assistance is confidential. Over the past 37 years, SHARE has gained the trust of our communities to provide service to those in need.

### RESOURCEFULNESS

We are helping people become self-sufficient.

### PASSION/EMPATHY

We strive to be compassionate and enthusiastic while listening to our clients' individual circumstances.

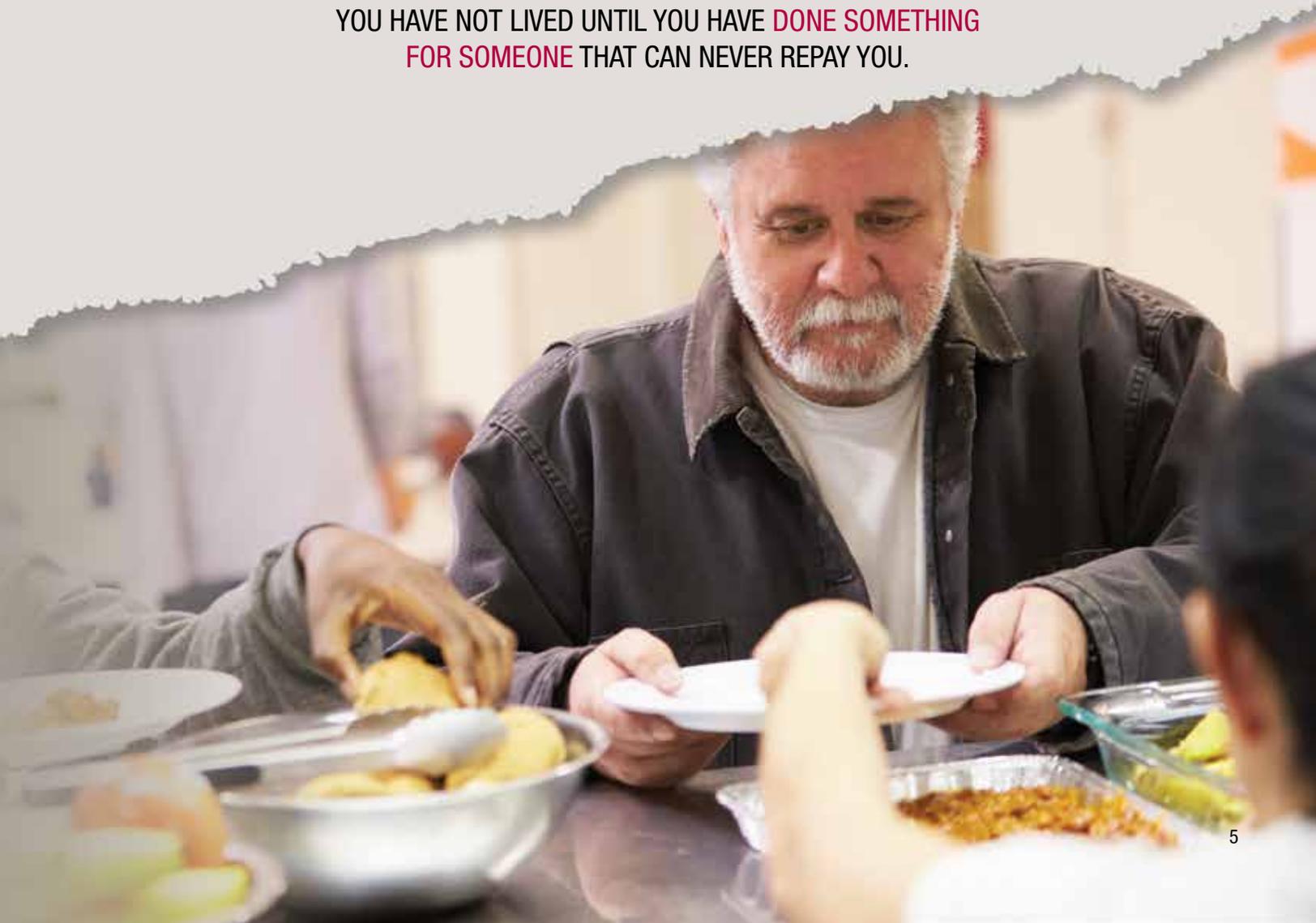
### ACCESSIBLE

We strive to break down barriers and make our services accessible to all who need them.

### CLIENT-CENTERED

All decisions at all levels of the organization are client-centered.

YOU HAVE NOT LIVED UNTIL YOU HAVE **DONE SOMETHING**  
**FOR SOMEONE** THAT CAN NEVER REPAY YOU.



## WORKING TO EMPOWER SHARE CLIENTS

Having worked at SHARE for a year, I have been through all the “firsts.” I have had the opportunity to participate in giving out holiday meals, Christmas gifts, back to school supplies, clothing, food, and financial assistance for housing, health care expenses, transportation to work and medical appointments, utilities, and other unique needs. However, the things given out most often and freely at SHARE are things that are harder to quantify — time and compassion. This shows up in the generosity of the larger community and our volunteers that come to SHARE day after day, week after week, and year after year to share their time with clients served by SHARE. Each volunteer treats each client with dignity and compassion, not because they were instructed to in a volunteer orientation, but because they genuinely care about this community and the people in it. Time and compassion are shown in the 6-year old girl who collected food to donate in lieu of birthday gifts, the couple who called and wanted to buy bathing suits and towels so a couple of kids could swim this summer, and the retired ladies who baked meals to give a client when a spouse had a heart attack. These small gestures of compassion are why I feel lucky to come to work each day.

I feel fulfilled when I can connect with people. Every day I am given this opportunity at SHARE. My job is to figure out what immediate needs our clients have, but there is always so much more. I can help someone pay bills when ends are not meeting, but I have the time to listen to someone’s story,

why they are in their situation, and work with them to get to the next step. This has included helping clients apply for basic benefits such as food stamps, daycare assistance, child support, Medicaid, and other medical insurance. I have also advocated for clients with their doctors, helping them to understand treatment plans and connecting them to resources for mental health services. I have even helped clients access NH’s Safe Station Program as a pathway to treatment for addiction.

In the past, I have worked for programs funded by different types of federal grants and insurance. Such programs do amazing work, but they are restricted by the funding source. SHARE is not bound by those restrictions. We are funded by businesses, organizations, families, and individuals who have a genuine desire to make the community around them a better place. I am grateful for this aspect of SHARE every day. I can truly meet the clients wherever they are at and find meaningful ways to empower them to make their own lives better.

Daria Harvey  
Client Advocate

**689** FAMILIES SERVED (1,715 INDIVIDUALS)  
INCLUDING 60 HOMELESS FAMILIES LIVING IN THE SOUHEGAN VALLEY  
FOOD PROVIDED FOR **142,952** MEALS  
**248** STUDENTS PROVIDED WITH BACKPACKS AND SCHOOL SUPPLIES  
HOLIDAY FOOD BASKETS AND GIFTS FOR **371** FAMILIES  
**138** VOLUNTEERS

## PROGRAM UPDATE

We are happy to welcome our new Program Coordinator, Danielle Simard, back to Milford where she grew up. A resident of Nashua, Danielle and her husband are the parents of two grown children. Her experience as an Early Head Start home visitor brings a new dimension and skill set to SHARE. While her work with young children drew us to Danielle, it is really her friendly, gentle spirit that won us over.

Over the last few years, we have created a robust intake process. This year, we began putting all the intake data into a new electronic system. This will allow us to better understand and report on our client population. This data will be used to explain our work to supporters and inform future programming.

Collaboration with others guides much of what SHARE does. We have embarked on new projects with both Milford High School and the Souhegan Valley Boys and Girls Club. Both of these efforts will strengthen the support that we all give to kids, creating a stronger local safety net.

No program update would be complete without mentioning the volunteers who are the lifeblood of SHARE. This year, we welcomed long time Food Pantry volunteer, Shaye Hardner, as our new volunteer coordinator. She is doing a wonderful job recruiting and training volunteers. We are fortunate to have so many community members who give their time to SHARE's programs.

## HELPING THOSE IN NEED: A TEAM EFFORT

I find it hard to express my appreciation and gratitude to SHARE Outreach. In a short paragraph there is not a way to explain how much SHARE does for the people of Milford, and for me. There is only so much the town can do for people and often it is just not enough. But SHARE is always there to fill in the gaps and to help in ways that Town Welfare can't. Working with people in crisis and in ongoing poverty can be difficult and SHARE not only helps the clients, but they also help me. Due to confidentiality, it's difficult to talk to anyone about our jobs, but we can support one another through our shared work together. I can honestly say that I sleep better at night because I know SHARE is here.

Susan Drew  
Welfare Officer, Town of Milford



# SHARE OUTREACH, INC.

## Statement of Financial Position June 30, 2016 and 2015

Assets	2016	2015
Cash and cash equivalents	\$ 328,465	\$ 278,673
Investments	423,131	394,406
Contribution and other receivables	34,504	76,784
Inventory	91,002	56,456
Prepaid expenses and other current assets	4,807	7,617
Beneficial interest in the NH Charitable Foundation	133,410	144,699
Property, Equipment, and investments, net	781,046	803,786
Total assets	\$ 1,796,365	\$ 1,762,421
Liabilities		
Accounts payable and accrued expenses	\$ 6,081	\$ 10,944
Asset retirement obligation	450	—
Total liabilities	\$ 6,531	\$ 10,944
Net Assets		
Unrestricted	1,632,892	1,549,644
Temporarily restricted	41,248	86,175
Permanently restricted	115,658	115,658
Total net assets	1,789,834	1,751,477
Total liabilities and net assets	\$ 1,796,365	\$ 1,762,421

THE RESULTS OF PHILANTHROPY  
ARE ALWAYS BEYOND CALCULATION.

## SHARE CLIENT ASSISTANCE

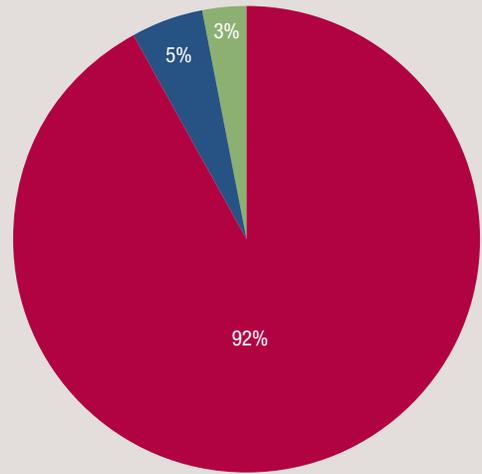
For the Year Ending June 30, 2016



- Direct Assistance to the Needy
- Food
- Clothing and School Supplies
- Housing
- Transportation
- Medical
- Utilities
- Holiday Program
- Other

## SHARE EXPENSES

For the Year Ending June 30, 2016



- Programs: \$1,125,291
- Administrative: \$60,508
- Fundraising: \$37,501



SHARE Outreach depends on the generous donations of the community. All donations are tax-deductible.

## FINANCIAL

A financial donation is the most flexible gift of all. There are several ways to make a financial gift: send a check payable to SHARE Outreach, Inc. 1 Columbus Avenue, Milford, NH 03055; make a secure, online donation from SHARE's website [www.sharenh.org](http://www.sharenh.org); stop by the SHARE Center during business hours and make a cash or gift card donation.

## FOOD

Donations for the Food Pantry may be made at the SHARE Center Monday through Friday from 8:30 am to 4:30 pm, at local churches, Milford Shaws and Market Basket Supermarkets, Earthward Natural Foods and Coop, Lake Sunapee Bank and People United Bank in Milford, and Coldwell Banker Real Estate Office in Amherst.

The Food Pantry accepts non-perishables, paper goods, diapers, and personal hygiene items as well as produce, eggs, breads, and other fresh foods.

## CLOTHING

Linens and seasonal clothing in good, clean condition may be dropped at the SHARE Center any time it is open or at the Clothing Barn Tuesday and Saturday from 10 am to noon and Wednesday and Thursday from 3 pm to 5 pm. The Clothing Barn is always in need of new socks and underwear. Please note that SHARE clothing bins in the area are for items to be recycled. SHARE is paid by the pound for these donations.

## SHARE STAFF

Christine Janson, *Executive Director*  
Daria Harvey, *Client Advocate*  
Danielle Simard, *Program Coordinator*  
Shaye Hardner, *Volunteer Coordinator*  
Kathleen Sharkey, *Volunteer Clothing Barn Manager*

## SHARE OUTREACH BOARD OF DIRECTORS

Paul Spiess, *Chair*  
Keith Lammers, M.D., *Vice Chair*  
Rev. Hays Junkin, *Secretary*  
Robert Moulton, *Treasurer*

Shannon Chandley  
Steven Desmarais  
Anne Dodd  
Cynthia Dokmo  
Kirsten Durzy  
Robert Grunbeck  
Janet Langdell

Mary Mahar  
Colleen Moynihan  
Sandra Pelletier  
Marilyn Peterman  
Paula Schmida  
Jody Stephens

*"Working as a volunteer at SHARE is one of the greatest blessings of my retirement."*

-SHARE volunteer



SHARE Outreach, Inc. • 1 Columbus Avenue • Milford, NH 03055  
(603) 673-9898

[www.sharenh.org](http://www.sharenh.org)