



Lebanon Emergency Winter Shelter

2024-2025 Data Summary

Point-In-Time (PIT) Counts for Lower Grafton County

- January 22, 2025 **21** unsheltered individuals
(and the shelter was open!)
- January 24, 2024 **15** unsheltered individuals
- January 25, 2023 **16** unsheltered individuals

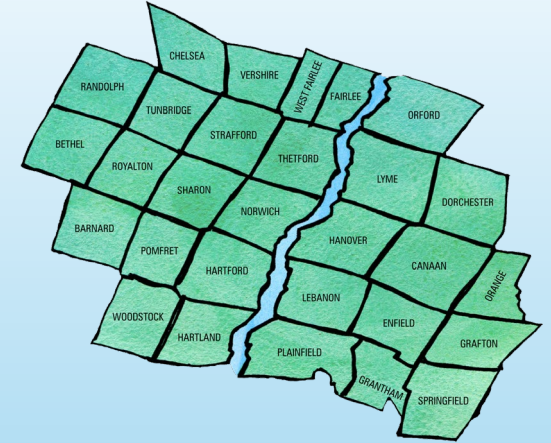
We are not busing unsheltered people to the shelter . . .
they were already members of our community.

Summary of Guests/Shelter Bed Nights

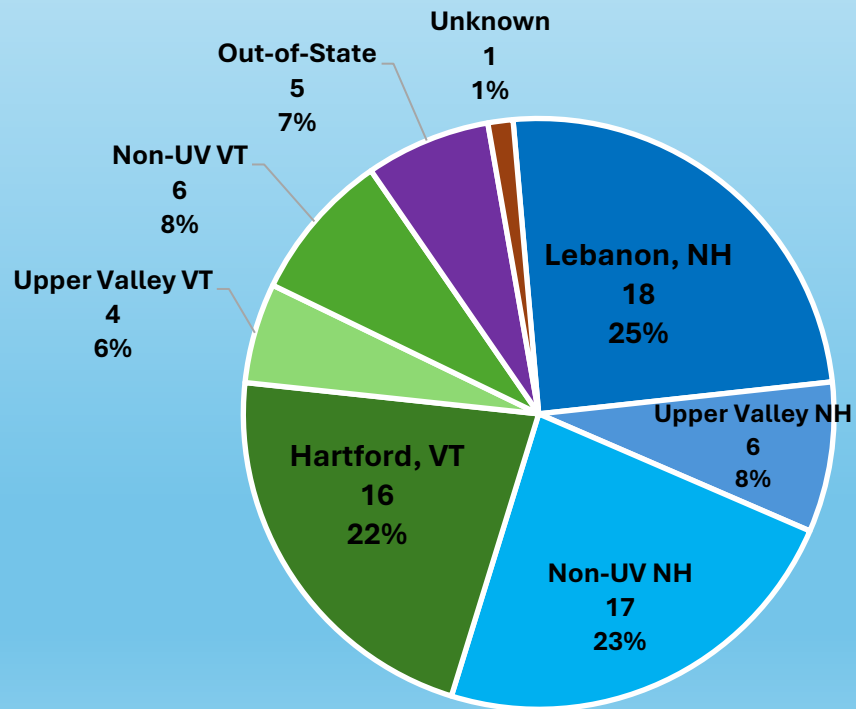
	Guests	Bed Nights	% Capacity*
Overall (98 nights)	73	1,368	99.8%
January 8-31	37	340	101.5%
February	37	393	100.3%
March	43	433	99.8%
April 1-15	27	202	96.2%

*During the 2023-2024 season, “capacity” was considered 15 beds, which was a lot for 1,800 square feet. The 2024-2025 season began with an expectation that “capacity” was 13 beds. After the first night, “capacity” was increased to 14 beds. Greater than 100% capacity implies that the Haven requested an exception for a 15th bed on certain nights. Data above reflecting % capacity does not include shelter overflow in motels (covered later).

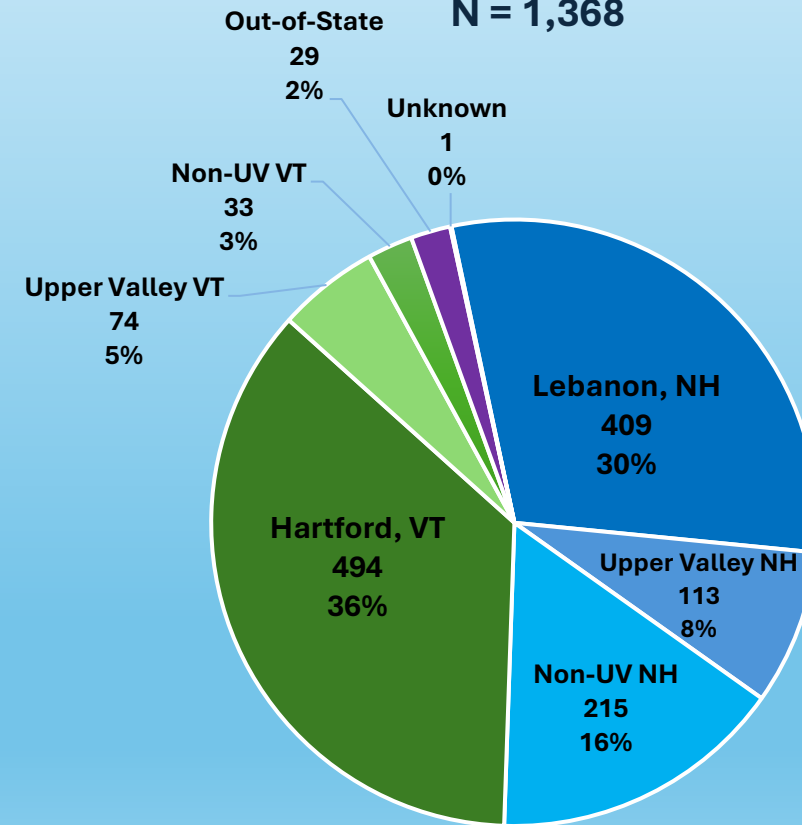
Residency by Individual and Bed Nights



Last Place of Residence by Individual
N=73



By Bed Nights
N = 1,368



Shelter Usage by Town

New Hampshire:

- Lebanon, 409 bed nights, 30%, 18 guests
- Claremont, 99 bed nights, 7.2%, 7 guests
- Canaan, 82 bed nights, 6%, 3 guests

Vermont:

- Hartford, 494 bed nights, 36%, 16 guests
- South Royalton, 42 bed nights, 3.1%, 3 guests

Consider asking Claremont and Canaan to contribute funding for shelter operations.

Hanover has approved a grant to the Haven of \$10,000 over 3 years to help defray the costs of providing shelter in the community.

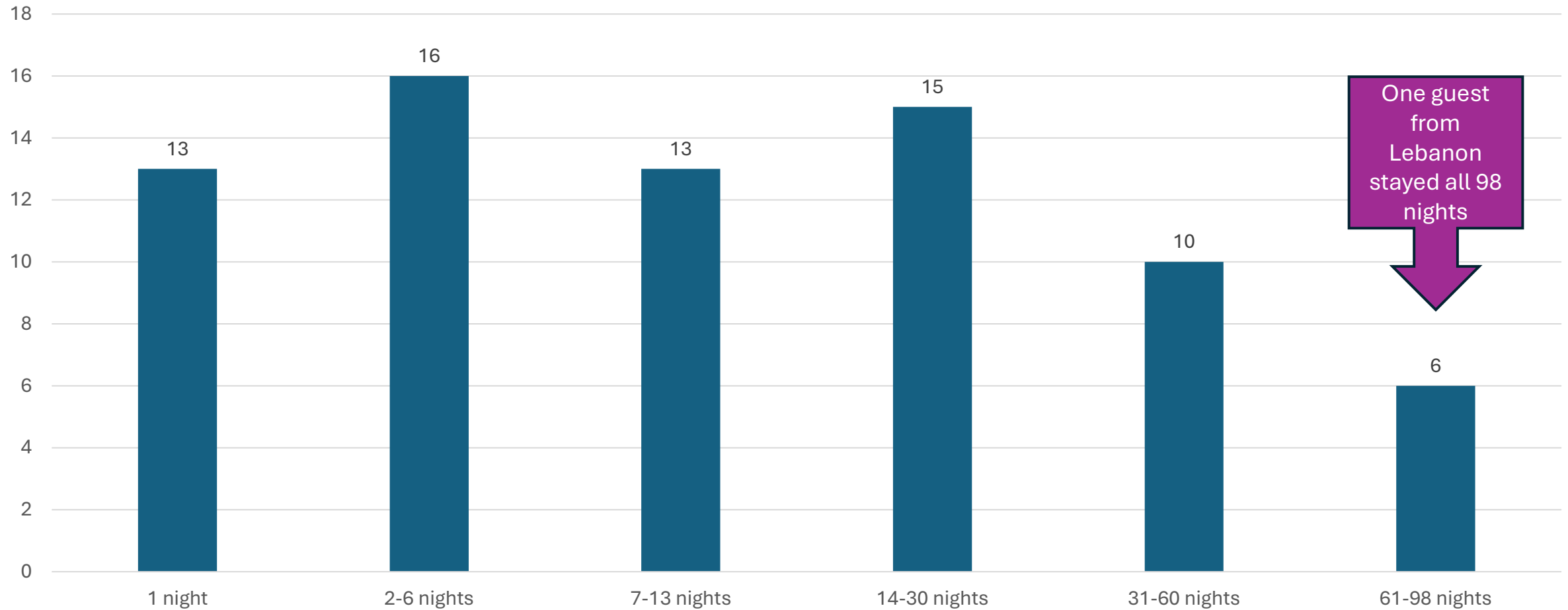
Influencing Factors

- Several Vermont residents who sought shelter were on the “Do Not Rent” lists at area motels. Shelter staff often offered overflow shelter to Lebanon residents so that everyone had shelter on a given night.
- The Vermont Motel Program had a limited number of motel rooms in the Hartford area. Rooms available in Brattleboro, Rutland, and Burlington were not accessible to some folks.
- Several shelter guests whose last place of residence was another NH community did not/do not intend to return to those communities.

Duration of Stay (N=73)

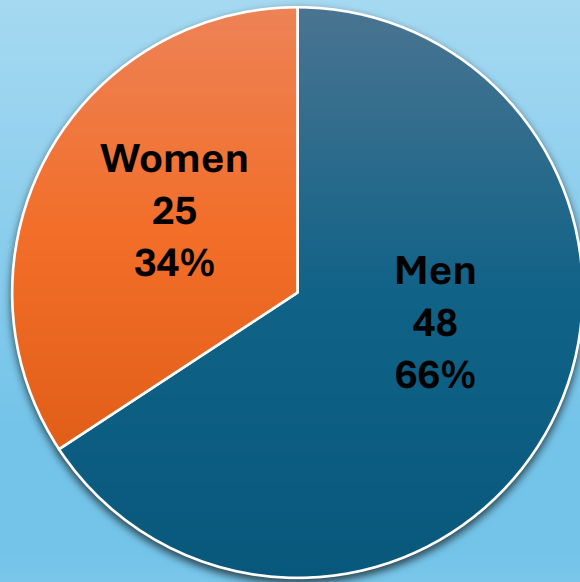
Shelter open for 98 nights

Stays not necessarily consecutive

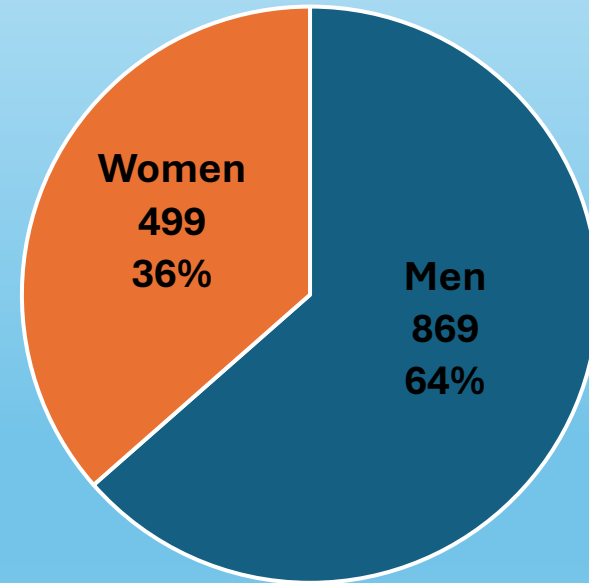


Gender by Individuals and Bed Nights

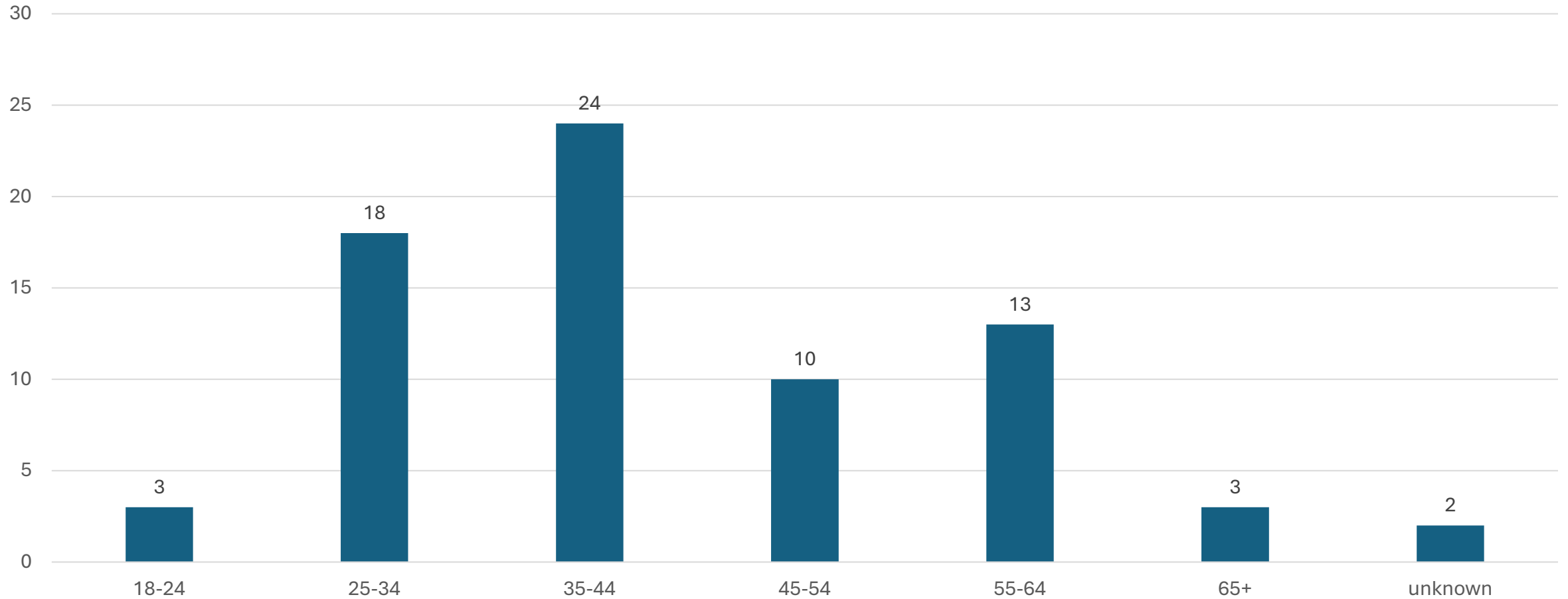
Individuals



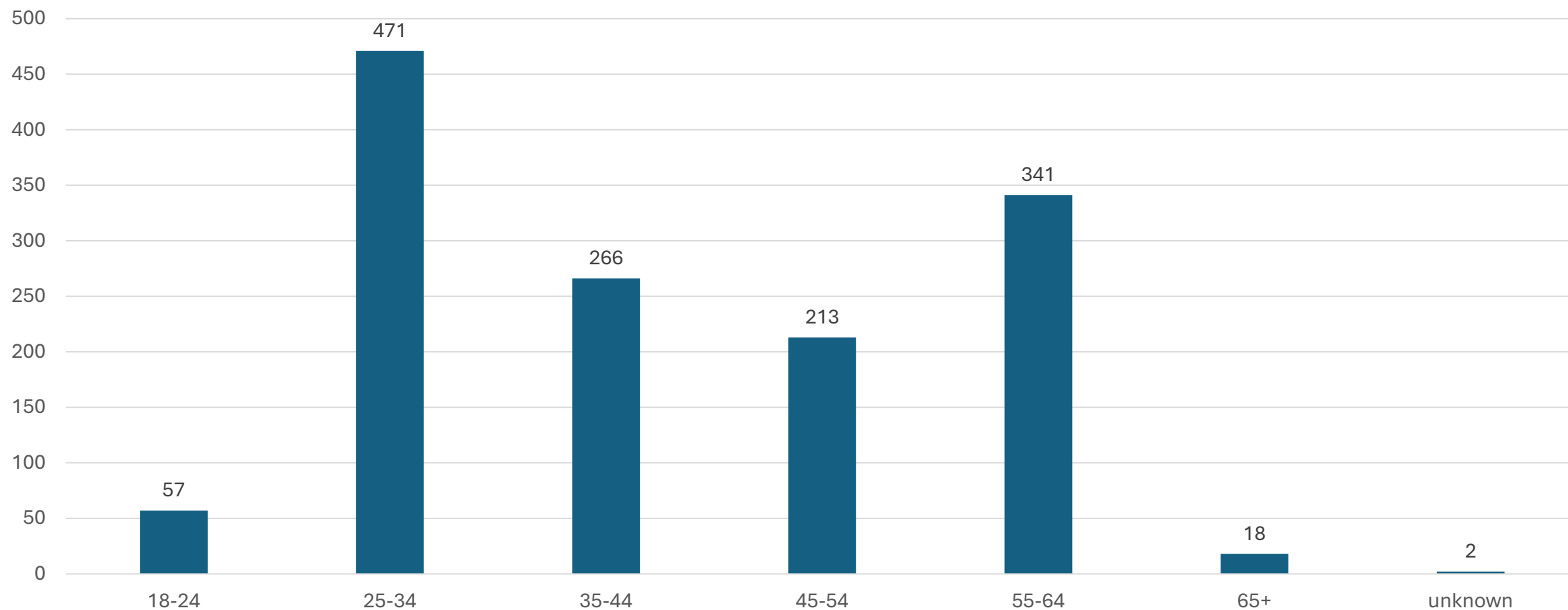
Bed Nights



Guest Age Range (N=73)



Age Range by Bed Nights (N= 1,368)

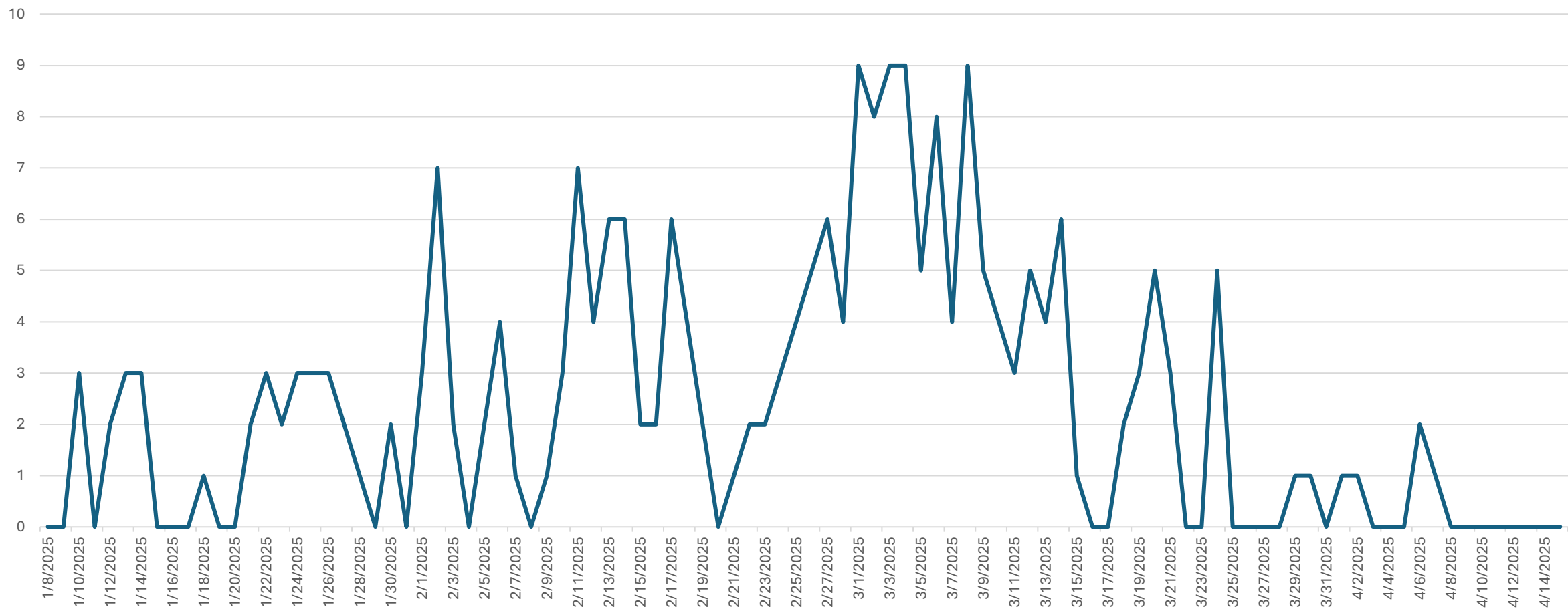


Shelter Overflow in Motels

- 170 motel rooms representing 236 additional bed nights were utilized as shelter overflow.
- In addition to the 73 unique individuals who utilized the shelter, 3 more NH individuals had a motel stay.
- With motel bed nights included, the shelter was at 117% capacity (1,604 bed nights).
- On average, 17 shelter beds would have been needed to accommodate the number of guests served by the shelter and the motels.
- On the busiest nights, 23 shelter beds would have been needed to accommodate the number of guests served by the shelter and motels.

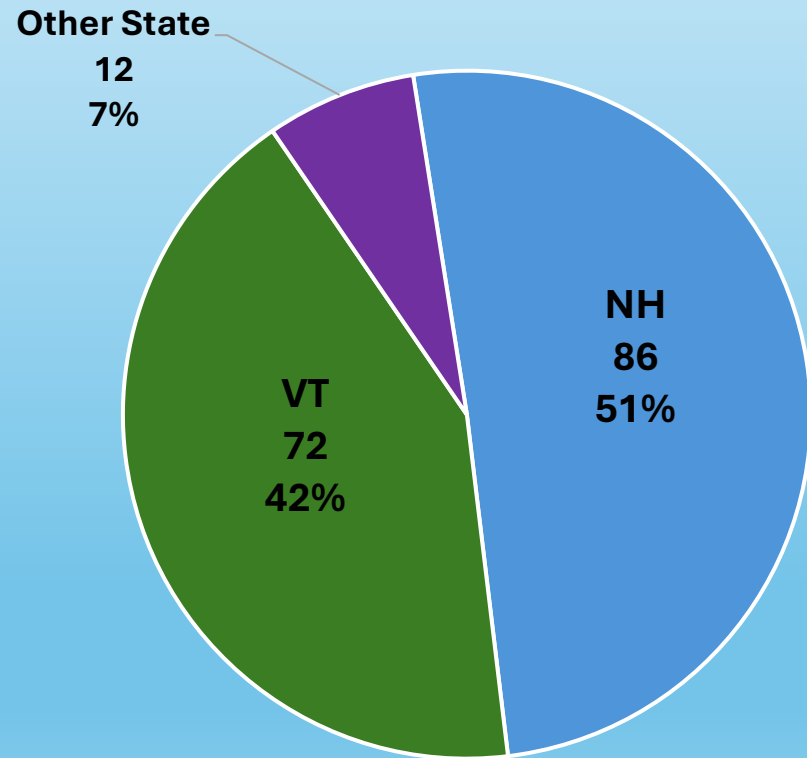


Shelter Overflow Bed Nights

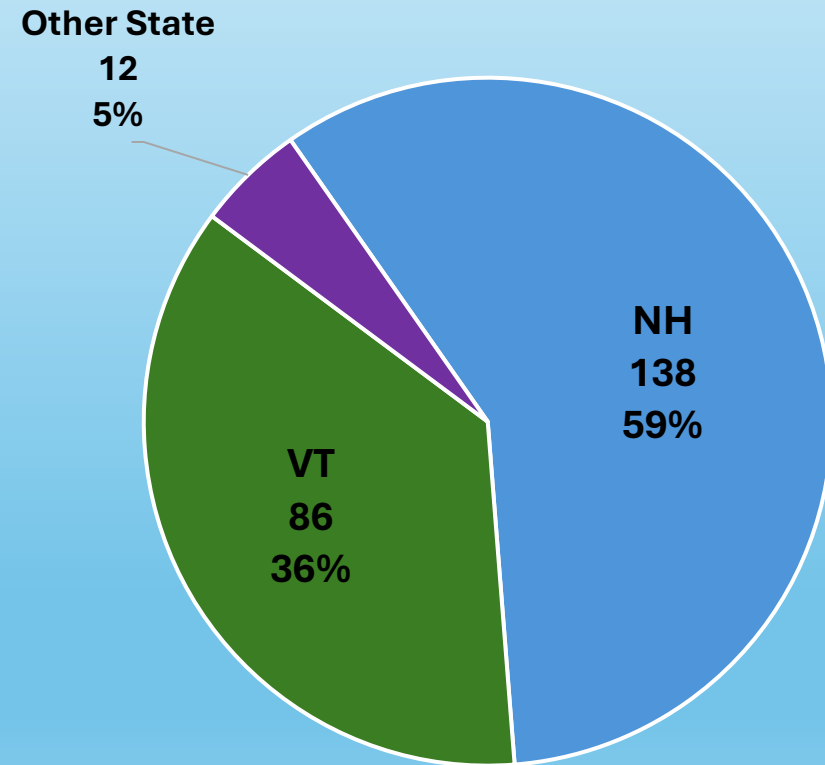


Shelter Overflow by State of Residence

Motel Rooms by State



Motel Bed Nights by State



Emergency Response

- 39% of the calls were health-related*
- Eleven (11) of the twenty-two (22) health & health/substance use calls were from a single individual (Lebanon resident)
- There were **no** drug overdoses during the 2024-2025 season



* Includes health, health/substance, and mental health

Category		
Health	16	24.24%
Community Report (e.g., suspicious behavior, animal complaint, etc.)	10	15.15%
Health/Substance Use (alcohol)	6	9.09%
Arrest	6	9.09%
Mental Health	4	6.06%
Assault	3	4.55%
Duplicate	3	4.55%
Information provided to/requested from LPD	3	4.55%
Motor Vehicle Stop	3	4.55%
Facility	2	3.03%
Fight	2	3.03%
Initiated Foot Patrol	2	3.03%
Bail violation	1	1.52%
Fire Alarm Pull/Assault on Officer	1	1.52%
Motor Vehicle Accident	1	1.52%
Paperwork Service NTO	1	1.52%
Sex Offender (unregistered)	1	1.52%
Welfare Check	1	1.52%
Total	66	100.00%

Shelter Exits:

Where do shelter guests go?

Based on exit interviews and interactions with shelter guests, we know the following about shelter guests who used the shelter 30+ nights, or consistently used the shelter during the last 3 weeks of operation:

- Camping (8)
- Permanent housing (4)
- Transitional housing (1)
- Year-round shelter, e.g., the Haven's Hixon House (2)
- Jail (1)
- Substance use treatment (1)
- Vehicle (1)
- Friends/family (1)
- Working on housing with service coordinators (3)
- Unknown (3)



Shelter Operational Expenses

City of Lebanon

2025 (calendar year)

Budgeted

Jan-Apr	\$120,000 HS
Dec	\$ 30,000 HS
Jan-Dec	\$ 17,930 DPW

Actual

Jan-Apr	\$113,068
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State of Vermont

2025 (FY ends 6/30)

Budgeted

Dec'24-Apr'25	\$61,314
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Actual

Jan-Apr	\$51,699
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Operational expenses include DPW expenses for water/sewer, electricity, heat, information access, and maintenance.

Shelter Overflow and Transportation

for NH Shelter Guests

Donations received:

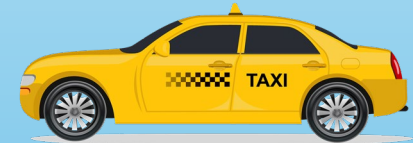
\$10,000 from Dartmouth Health

\$1,000 from Geokon

Actual expenses:

\$9,306 for motels

\$285 for transportation



The Haven bore the financial burden of shelter overflow and transportation for VT Shelter Guests.

Cost of Shelter vs. Motel

RSA 165 – Statutory Obligation to Provide Shelter to Lebanon Residents

Month	Operational Costs (paid by Lebanon)	DPW Costs (paid by Lebanon)	Subtotal (Lebanon)	Operational Costs (paid by Vermont)	Bed Nights	Cost/ Bed Night
December-24	\$6,248.80			\$0	0	N/A
January-25	\$26,150.91			\$10,244.75	340	\$107.05
February-25	\$29,031.64			11,587.31	393	\$103.36
March-25	\$27,685.70	\$2,236.21		\$11,534.66	433	\$95.74
April-25	\$19,436.61	\$2,278.09		\$18,331.96	202	\$198.25
TOTAL	\$108,553.66	\$4,514.30	\$113,067.96	\$51,698.68	1368	\$120.44

The individual who stayed at the shelter for all 98 nights is a Lebanon resident. Had that person stayed at the Sunset Motor Inn for the same length of time, it would have cost the City of Lebanon \$14,780* for the motel room ONLY (meals and staff support not included).

*Rate of \$150.82 per night, including tax.

409 Lebanon bed nights X \$120 = \$49,080
737 NH bed nights X \$120 = \$88,440

VS.

409 Lebanon bed nights X \$151 = \$61,759
737 NH bed nights X \$151 = \$111,287

Comparison of Shelter Seasons

	2024-2025	2023-2024
Operational nights	98	82
Bed nights	1,368	658
Unique individuals (shelter only)	73	53
% Capacity	99.8% (14 beds*)	53.5% (15 beds)
Average bed nights per guest	18.7	12.4
Mean resident age	42.4	40.8
Lebanon residents (by bed night)	30%	45%
NH/VT residents (by bed night)	54% NH/44% VT	51% NH/36% VT
Shelter overflow bed nights	236	0
NH/VT residents, shelter overflow	59% NH/36% VT	N/A

*First night's capacity was considered 13 beds

Future Shelter Beds Coming to the Upper Valley



The Haven's Shelter and Resource Center, under construction at 608 North Main Street in White River Jct., will provide a 20-bed, low-barrier emergency shelter and daytime resource center. The shelter will offer an estimated 5,000 bed nights annually, enabling over 100 individuals each year to have a safe, stable place to sleep, as well as a safe, supportive space during the day.

Completion of the project is anticipated in the spring of 2026.

There is a critical need for emergency winter shelter beds in 2025-2026.
The Lebanon Emergency Winter Shelter can meet that critical need!

Thank you . . .

- Alice Peck Day Hospital – 3 dinners per week
- LISTEN Community Services – 2 dinners per week
- DH Population Health – funding for pizza 2 nights per week
- Mary's Transport – transportation to shelter overflow in motels

And

the many volunteers from the Upper Valley community who helped with dinner and contributed food, clothing and other supplies for shelter guests.

Housing Ends Homelessness
Shelter Saves Lives

