



Waypoint

2024 Annual Report

Dear Friends,

In 2025, Waypoint celebrates 175 years of service to New Hampshire—an amazing achievement. Throughout our history, we've grown, adapted, and innovated to meet the changing needs of individuals, children, youth, and families. What hasn't changed is our commitment to the people of this state—and our drive to find new and better ways to support them.

Waypoint has never stood still. Over the decades, we've often been at the forefront of advancing social services in New Hampshire. That spirit of innovation remains central to who we are. Whether by shaping statewide conversations on child welfare, developing programs for youth experiencing homelessness, or reimagining how we engage with families, we remain focused—always with the goal of making life better for those we serve.

In 2024, we made some challenging yet purposeful decisions. We closed our childcare center, The Children's Place, in Concord—a move made with the belief that we could have a greater impact as an advocate for system change rather than as a provider. The site will remain a thriving Family Resource Center. With support from the Couch Family Foundation and partners, we continue to contribute to a broader conversation to transform childcare in our state.

We also closed a beloved tradition—our “Christmas is for Kids” Radiothon with WZID. For 26 years, this partnership brought joy to countless children and families during the holidays. We are deeply grateful for WZID's collaboration, and the many memories made over the years.

Even as we said goodbye to some programs, we moved others forward. We redesigned our website to make it easier for people to find the help they need. We expanded parenting workshops across our Family Resource Centers and deepened our support for youth through creative initiatives like our Artist in Residency Program and professional development offerings, and continued the intentional move towards prevention.

We know that uncertainty lies ahead—especially in light of changing state and federal funding landscapes. But we also know that our long history of adaptability, innovation, and partnership has prepared us to meet these challenges head-on. Whatever comes next, we remain committed—and confident in our ability to keep moving forward, together.

Thank you for being part of this journey with us.



Borja Alvarez de Toledo
President and CEO



Mark Rouvalis
Chair, Board of Trustees



Waypoint - Impact

12,483

*children, youth, families
& individuals served*

65%

*% of youth who exited our
homeless youth services
to a safe & stable
situation*

63

*parent education groups,
& family activities hosted
by our Family Resource
Centers across the State*

40,815

*Care visit hours with
seniors to ensure they can
remain independent in
the community*

73%

*% increase in the number
of clients who completed
our CBVS program since
2021 program launch*

Education

From Crisis to High Honors

One mom, with two young children, had recently left an abusive relationship. On top of that, she and her children were being harassed by acquaintances of her former partner—so much so that they had to leave their neighborhood. Thankfully, they were connected to Waypoint. We helped them secure a new apartment and provided consistent support throughout their transition.

A few months after the family resettled, we received an update: her young son had made the high honors list at school that quarter!

Strengthening Families, Empowering Futures

There are many factors that can impact a child's ability to learn. While the education system is critical, a stable, supportive home environment plays just as vital a role in helping children succeed. Through our Community-Based Voluntary Services (CBVS) program, Waypoint partners with families referred by the NH Division for Children, Youth, and Families.

These are families in crisis or right on the edge. CBVS provides short-term, intensive services that stabilize home life, build parenting skills, and create a safer, more supportive environment for kids. It's a model that works.

By strengthening family relationships and improving parenting skills, we not only help keep children safe—we also give children a better chance at long-term success, in school and in life.



Social & Community

Better Together - Building Community Connections

There's a familiar saying: it takes a village to raise a child. Even in the best of times, raising a child is hard work. But when life throws in personal challenges, or a child faces struggles of their own, that job becomes even harder. Without a support system, or knowing where to turn for help, these challenges can escalate into crisis.

That's where Waypoint steps in.

Our Family Resource Centers (FRCs) and home visiting services provide low-barrier access to support when families need it most—whether they're facing a small bump in the road or a major life challenge. This model has proven to be incredibly effective in preventing adverse experiences and strengthening family well-being.

One way we do this is by building community. This year, Waypoint invested in our core Family Resource Centers, restructuring our staffing model to include a dedicated Coordinator at each major site. This change has increased each center's capacity to offer programming, allowed for stronger community collaboration, and enabled more strategic use of data to identify and respond to local needs.

In 2024 alone, our FRCs responded to 777 calls from families seeking guidance and support. We hosted 63 parent education groups, family events, and community-building activities, all of which play a crucial role in mental well-being and resilience.

A connected, supportive community is one of the most powerful tools we have.

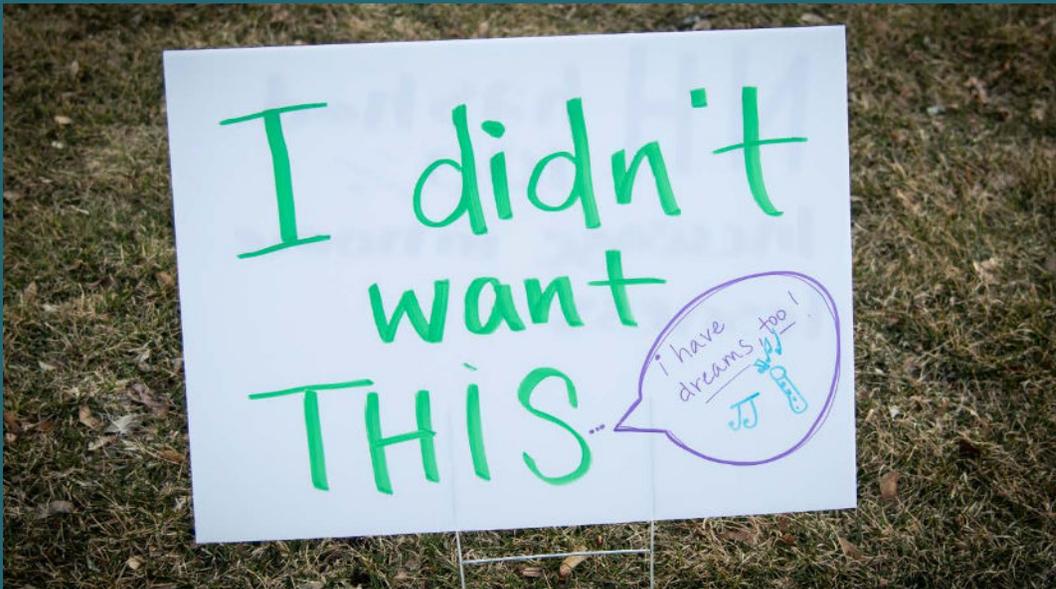


Economic Stability

A Path to Independence

At Waypoint, we believe every young person deserves the opportunity to thrive. Supporting young people who are unhoused or unstably housed is a core program of Waypoint's. We offer a continuum of services designed to meet a youth where they are and support them in exiting homelessness—and staying housed. Many of the youth we serve are navigating early adulthood without a support system and often need help building the skills required to find and maintain meaningful employment.

This year, we expanded our work beyond case management and life skills coaching to include a full professional development program. Led by our new Professional Development Manager, this initiative offers ongoing workshops, one-on-one support, and access to skill-building opportunities. We're also deepening community partnerships to create more hands-on experiences for youth. Additionally, our Artist in Residency Program continues to provide support for well-being while helping young people develop real-world skills in the arts, including the opportunity to earn income from their work.



J's Story

J is a creative young man with lots of ideas and determination. He has set goals for himself and works hard to make them happen. With Waypoint's support, he was able to advance his skills as an artist. J learned from YouTube tutorials, learning how to design and transfer his designs onto clothing. He even connected with a local auto repair shop, filling a custom order for t-shirts. With each step, he invested back into himself—purchasing materials and even saving up to buy an iPad to support his work.

J's journey is a powerful reminder of what's possible when young people are seen, supported, and given the tools to succeed.



Health Care Access

Better Health, Stronger Communities

Health challenges are stressful and navigating the health care system and other systems of care can be overwhelming.

Waypoint's programs for children, adults, and seniors with disabilities or chronic health conditions provide low-barrier access to care, education, and support. By empowering individuals and families to take an active role in managing their health, we help them live to their fullest and healthiest lives.

This work also reduces strain on the healthcare system. Preventive care for seniors helps them better manage chronic conditions, leading to fewer emergency room visits. Educational events for families, like how to manage a child's asthma, supports healthier choices without needing to limit access to the activities that help children grow.

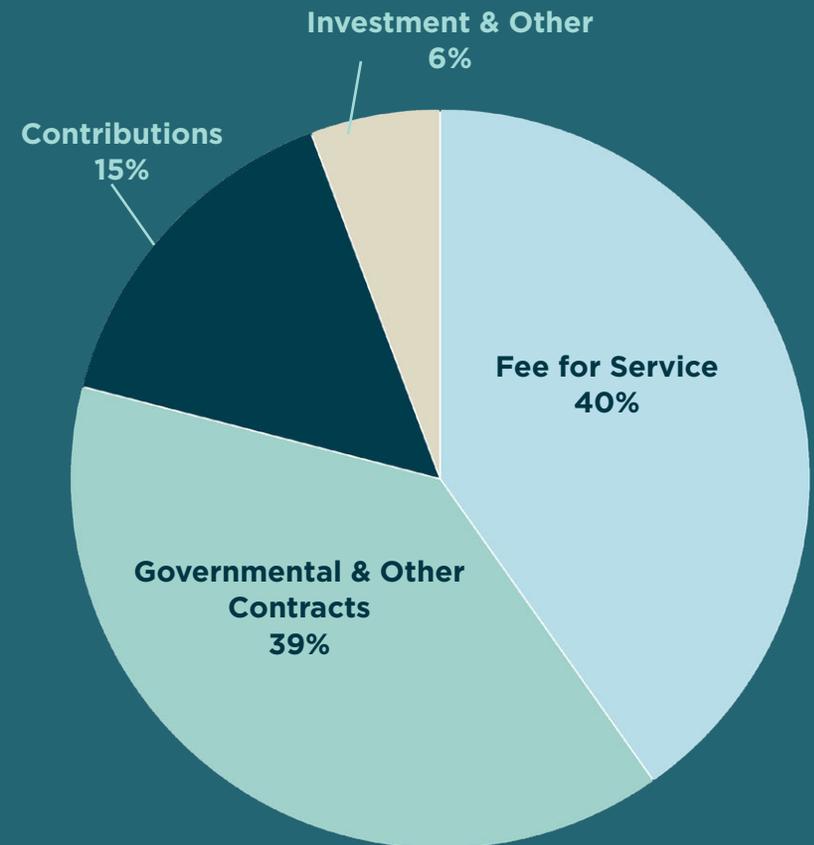
When people are supported, they stay healthier, and our communities grow stronger.

Income by Source

| | | | |
|---|----|------------------|--------------|
| Fee for Service | \$ | 9,302,115 | 40.2% |
| Medicaid/Medicare/Private Insurance | \$ | 9,014,271 | 38.9% |
| Client Fees | \$ | 201,635 | 0.9% |
| Miscellaneous | \$ | 86,209 | 0.4% |
| Governmental & Other Contracts | \$ | 8,975,915 | 38.8% |
| State | \$ | 4,719,059 | 20.5% |
| Federal | \$ | 2,064,409 | 8.9% |
| Private and Other Sources | \$ | 1,996,776 | 8.6% |
| City/Town/School | \$ | 195,671 | 0.8% |
| Contributions/Fundraising | \$ | 3,537,630 | 15.3% |
| Foundations/Trusts | \$ | 1,308,058 | 5.7% |
| Individual Donations | \$ | 702,880 | 3.0% |
| Closely held securities | \$ | 700,000 | 3.0% |
| Events (Net) | \$ | 479,788 | 2.1% |
| County/City grants | \$ | 235,375 | 1.0% |
| In-kind Donations | \$ | 75,404 | 0.3% |
| United Way | \$ | 36,125 | 0.2% |
| Investment & Other Income | \$ | 1,315,704 | 5.7% |
| Endowment | \$ | 1,099,141 | 4.7% |
| Rental & Other | \$ | 155,683 | 0.7% |
| Charitable Trust Income | \$ | 60,880 | 0.3% |

Total Revenue

\$23,131,364



At Work

Expenses by Function



Homeless Youth & Young Adults

\$4,275,414



Family Preservation & Strengthening

\$6,307,081



Health, Wellbeing & Independence

\$2,160,829



Early Childhood & Family Support

\$5,662,199

Thank you to our donors

We are so appreciative of your support. We have made every effort to make sure we have your listing correctly. Please reach out if we made an error so we can fix it. Laura Zorawowicz, Development Manager at zorawowiczl@waypointnh.org or 603-518-4195.

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