

**WAYPOINT**  
Help Along the Way

# *Along the Way*

## SPRING 2026 NEWSLETTER



## Dear Friends

When life gets off course, it's easy to feel disconnected — from your surroundings, from others, even from yourself. Across all of Waypoint's programs, our goal is to empower individuals and families throughout New Hampshire. Yet time and again, another outcome emerges just as powerfully: connection.

In this issue, you'll read stories that highlight that not only our essential services, but how we help people feel seen, supported, and connected along the way. This is the heart of our work. I hope these stories resonate with you as deeply as they do with me.

With gratitude,

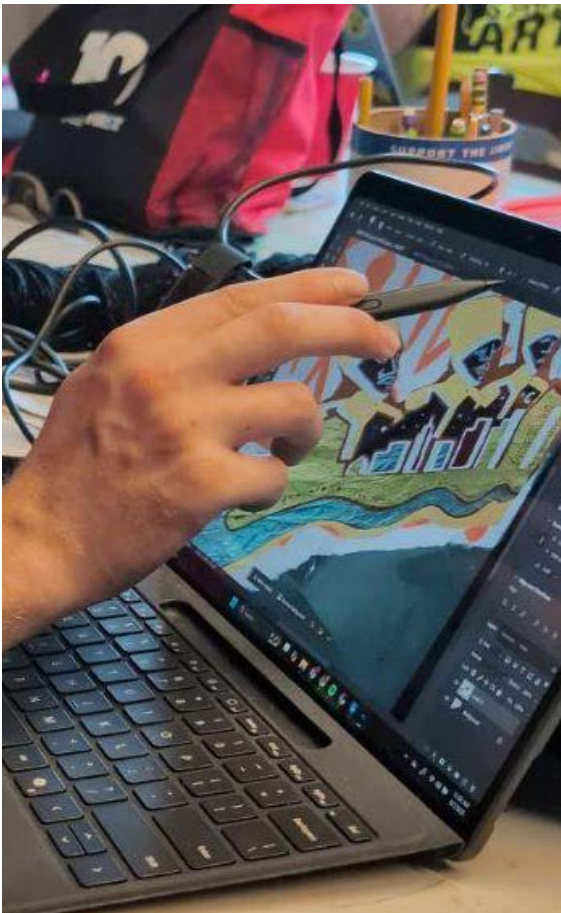


—Borja Alvarez de Toledo

CEO and President



## Building Safe Creative Spaces at Waypoint



The smell of fresh paint fills the room. Young people move between canvases, sharing stories of love, loss, fear, and hope. Inside Waypoint's Youth Drop-In Center, creativity has become an outlet for healing for youth who have experienced homelessness.

For the past three years, Waypoint has partnered with Positive Street Art to offer an Artist-in-Residency program. Through weekly hands-on projects, youth build trust and find their voices. Jac Carroll, Waypoint's Housing Manager, shares that these

sessions give youth "...time to be a young person and get out of survival mode. To breathe."

Youth created pieces that were displayed at Waypoint's annual SleepOut event, and when their work was sold, they received 100% of the proceeds — reinforcing their role as the creative professionals they are. Because of donors like you, these young artists aren't just surviving — they're creating, growing, and building futures full of hope.

# More Than Service

## How Connection Supported Rose's Independence



**W**hen you walk into Rose's home, rock music fills the air. She's deep in 'girl talk' with her personal caregiver, Carla, glowing as Carla tells Rose how amazing her skin looks. "You get old, but you're still a girl," Carla says with a smile. Rose's cat rests on her lap, and the apartment feels light and airy. It's Friday — one of the three days each week Rose receives support at home — and the highlight of her week.

Rose's life looked very different before Waypoint entered the picture.

She had just lost her beloved husband. She had to give up her dog because she could no longer safely manage the stairs. And on top of that, she was losing her vision. Navigating a storm of grief and declining eyesight, Rose felt overwhelmed by isolation and the reality of aging alone. Still, she knew that with the right support, she could remain in the home she had lived in for 17 years, surrounded by familiar neighbors and cherished memories.

Rose was matched with Carla, a Waypoint Personal Care Services Provider. Carla understood that before anything else — before cleaning or errands — she needed to build a personal connection.

On their very first day together, Rose and Carla spent time talking and laughing. As Carla was getting ready to leave, Rose shared that she hadn't had that much fun since her husband passed away. The comment stayed with Carla — a reminder that what might seem like a simple visit had meant far more.

Over the past year, that first day has grown into a trusted bond. Carla supports Rose with outings like trips to the bank and pharmacy, while another caregiver helps with larger grocery runs.

But the support goes beyond tasks. Now, Rose and Carla share lunches, take drives with the windows down to feed the birds, and spend unhurried time talking. As Rose puts it, "Carla's my out" — a reflection of how consistent, relationship-based support helps older adults remain independent, engaged, and truly seen.

*Rose's life looked very different before Waypoint.*

Rose's personal care providers work as a coordinated, caring team. The range of services helps Rose stay healthy and safe as she continues to live independently. And, she feels proud of her cleaner home. Visitors now say, "It's so clean. It's beautiful," a big change from before, when cat hair covered the space.

However, it's not just services that change and save lives — it's connection. Steady, sustaining relationships help prevent isolation for older adults.

Waypoint's goal is to empower older adults living in their homes and create conditions in which they can achieve true independence. For Rose, that means remaining in the home she loves, supported by care, laughter, and the knowledge that she's never alone.



# WAYPOINT

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## Impact

**691,773.34**

total miles traveled across the state in 2025 — that's 27 trips around the Earth. We're proud to go to the 'ends of the Earth' for our clients.

\*Photograph 1 on the cover is of the Waypoint Artist-in-Residency 2026 cohort in partnership with Positive Street Art.

\*Photograph 2 is from the SleepOut 2026 gallery cohort in partnership with Positive Street Art.

“Just having someone to help with all this adult stuff. It's nice to know I have help.” - a Waypoint Client