



New Hampshire Veterans Home

139 Winter Street
Tilton, NH 03276-5415
www.nh.gov/veterans



ARC

Kimberly M. MacKay
Commandant

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September 10, 2024

3B

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Please accept the attached New Hampshire Veterans Home (NHVH) Annual Report for Fiscal Year 2024.

EXPLANATION

Pursuant to RSA 119:13, the New Hampshire Veterans Home (NHVH) will be submitting the attached Annual Report of the New Hampshire Veterans for the Fiscal Year 2024 to the Fiscal Committee at their October 2024 meeting.

Respectfully Submitted,

Kimberly MacKay
Commandant

Attachment:

- NHVH 2024 Annual Report

Established 1890

New Hampshire Veterans Home



Annual Report

Fiscal Year Ended June 30, 2024

September, 2024

Pursuant to RSA 119:13 | Tilton, New Hampshire

For those who served.



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State of New Hampshire



Governor

Christopher T. Sununu

Executive Council

Joseph D. Kenney Cinde Warmington

Janet Stevens Theodore L. Gatsas

David K. Wheeler

New Hampshire Veterans Home

Board of Managers 2023-2024

Paul J. Lloyd, Chairman

Allan Bailey

Elaine K. Baker

Robert G. Blais

Richard Borrazas

Susan A. Cuddy

Madeline Dreusicke

William Gaudreau

Raymond J. Goulet, Jr.

Robert W. Guldner

Leo Paquin

Denis Querread

New Hampshire Veterans Home



Commandant

Kimberly M. MacKay

Our Home



Physical Plant and Property

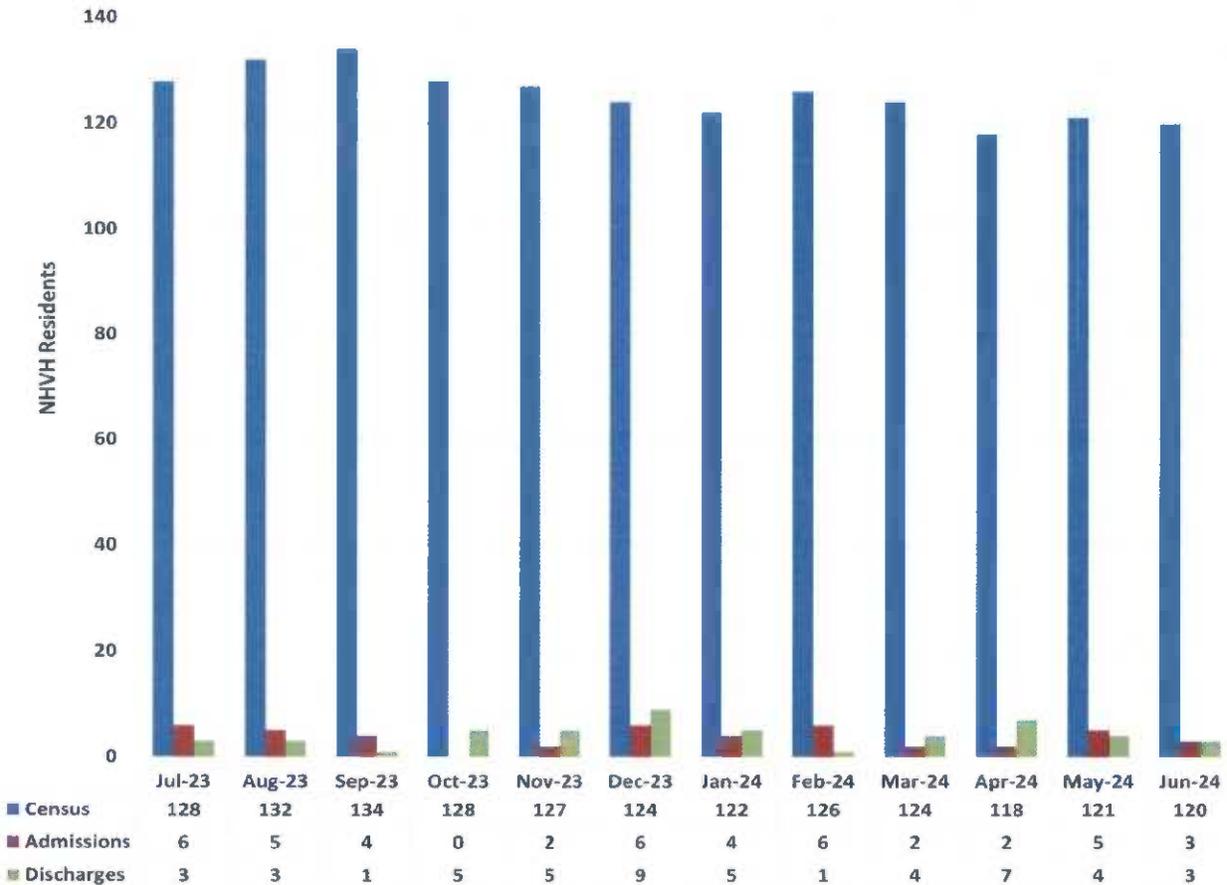
Physical Plant	\$ 35,849,203
Equipment	\$ 1,020,169
Highway/Roads	\$ 95,000
Total Plant & Property	\$ 36,964,372

Personnel Statistics

Unclassified	1
Classified	253
Part-time / Per diem	58

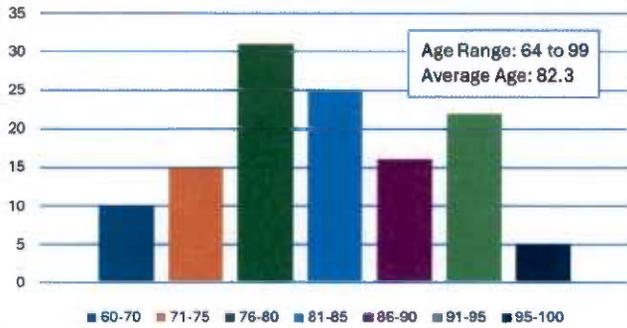


Veterans Served - Census, Admissions & Discharges by Month

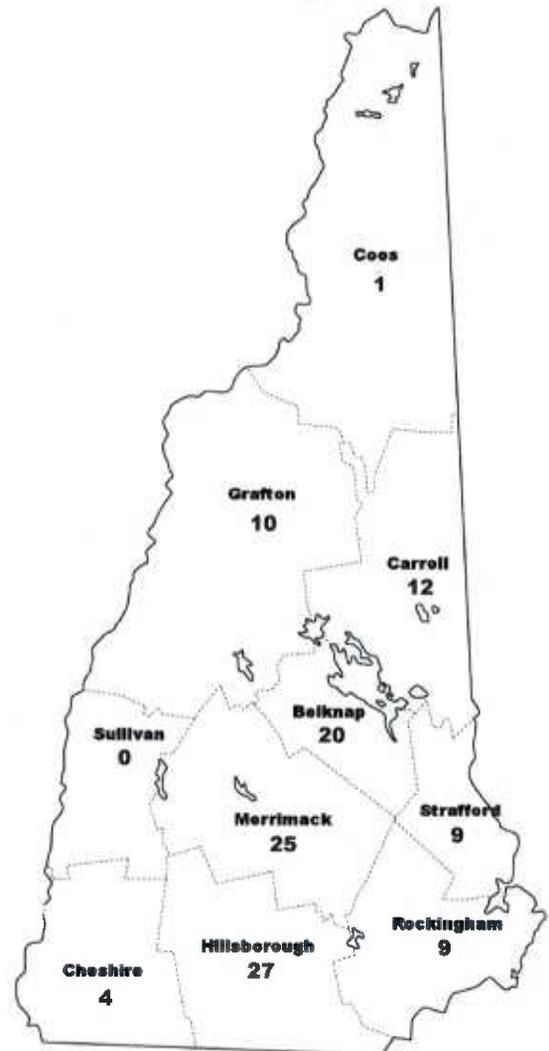


Resident Demographics

Age Distribution

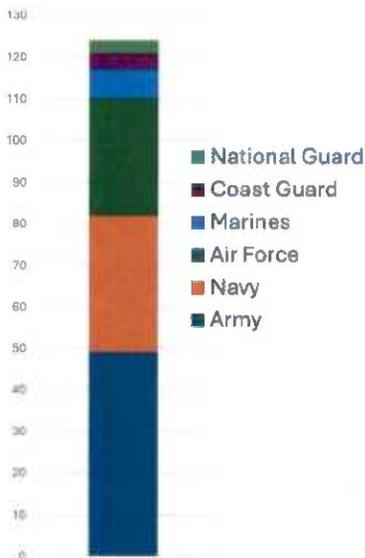


Residents by County

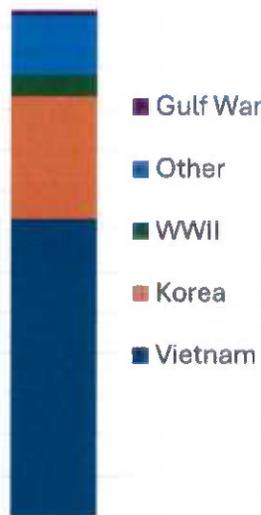


Residents on June 30, 2024, by county as of date of admission. Seven additional qualified residents resided outside New Hampshire at the time of their admission.

Branch of Service



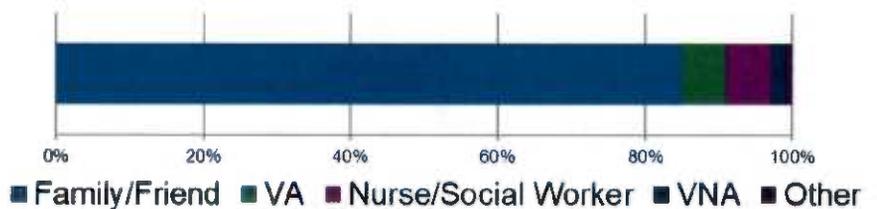
Conflict Era Served



Residents by Gender



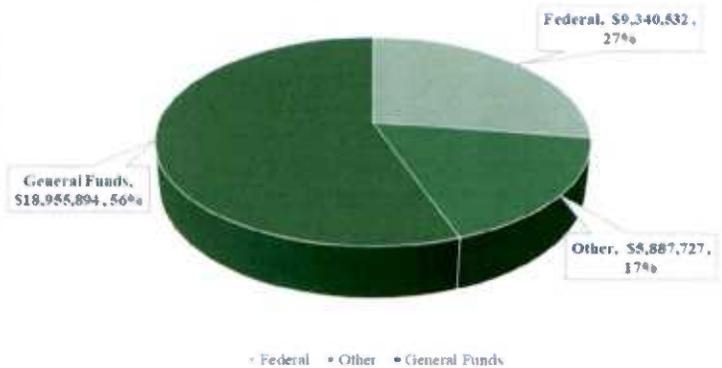
Referral Sources: 7/1/23 to 6/30/24



STATE FISCAL YEAR (SFY) 2024 FINANCIAL SUMMARY

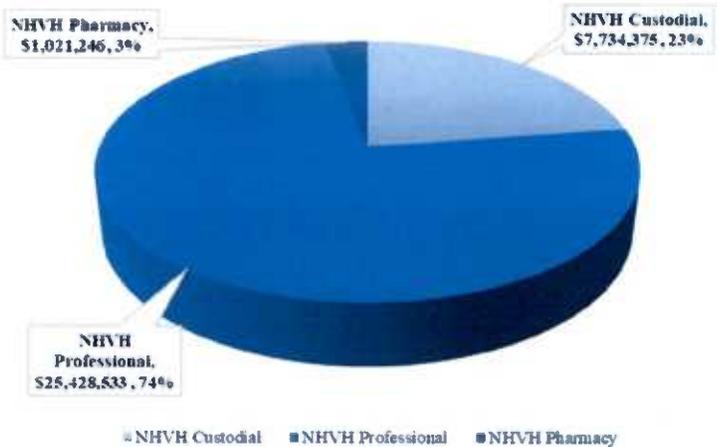
Class	Revenue Description	SFY24 Actual Revenue
000	Federal	\$ 9,340,531.71
009	Other	\$ 5,887,727.36
010	General Funds	\$ 18,955,893.74
Total		\$ 34,184,152.81

SFY24 Revenue



Class	Class Description	SFY24 Actual Expenditures
010	Personal Services - Perm	\$ 15,906,068.14
011	Personal Services - Unclassified	\$ 163,696.98
018	Overtime	\$ 1,513,153.15
019	Holiday Pay	\$ 412,398.44
020	Current Expense	\$ 676,860.16
021	Food Institutional	\$ 718,983.78
022	Rents - Leases	\$ 25,569.31
023	Heat Electricity Water	\$ 744,758.87
024	Maint other than bldg/grds	\$ 20,795.49
026	Dues	\$ 1,977.00
027	Transfer to DoIT	\$ 759,836.01
030	Equipment	\$ 162,593.52
039	Telecommunications	\$ 79,758.96
040	Indirect Costs	\$ 141,332.00
041	Audit Fund Set Aside	\$ 6,128.00
042	Additional Fringe Benefits	\$ 10,000.00
046	Consultants	\$ 719,747.73
047	Own Forces Bldg & Grounds	\$ 90,249.77
048	Contractual Bldg & Grounds	\$ 244,048.03
049	Transfer to Other State Agencies	\$ 16,067.00
050	Personal Services Temp	\$ 1,229,385.71
060	Benefits	\$ 8,848,717.85
061	Unemployment	\$ 46.54
062	Worker Compensation	\$ 441,075.06
066	Employee Training	\$ 1,545.00
070	In State Travel	\$ 5,114.15
080	Out of State travel	\$ 4,023.58
100	Pharmacy	\$ 643,869.06
101	Medical Payments to Providers	\$ 588,317.22
103	Contracts for OP Services	\$ -
211	Catastrophic Casualty Ins	\$ 8,036.30
Total		\$ 34,184,152.81

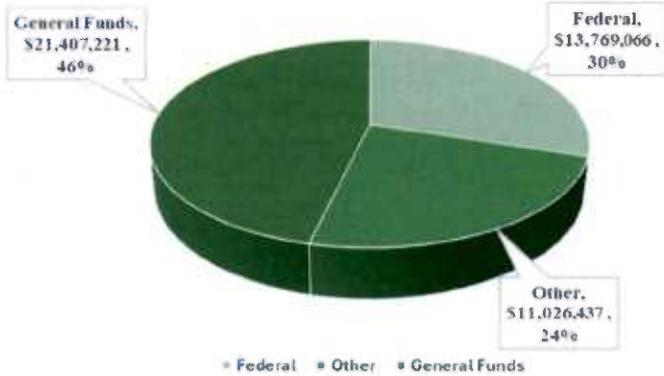
SFY24 Expenditures by Program Area



STATE FISCAL YEAR (SFY) 2025 ESTIMATED REVENUES & EXPENDITURES

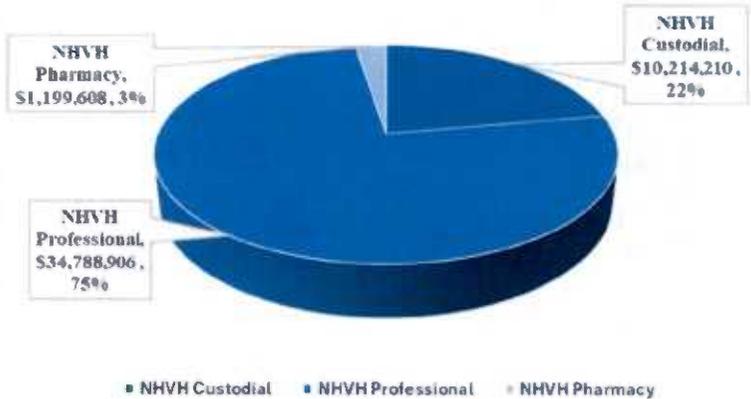
Class	Revenue Description	SFY25 Estimated Revenue
000	Federal	\$ 13,769,066
009	Other	\$ 11,026,437
010	General Funds	\$ 21,407,221
Total		\$ 46,202,724

SFY25 Estimated Revenue

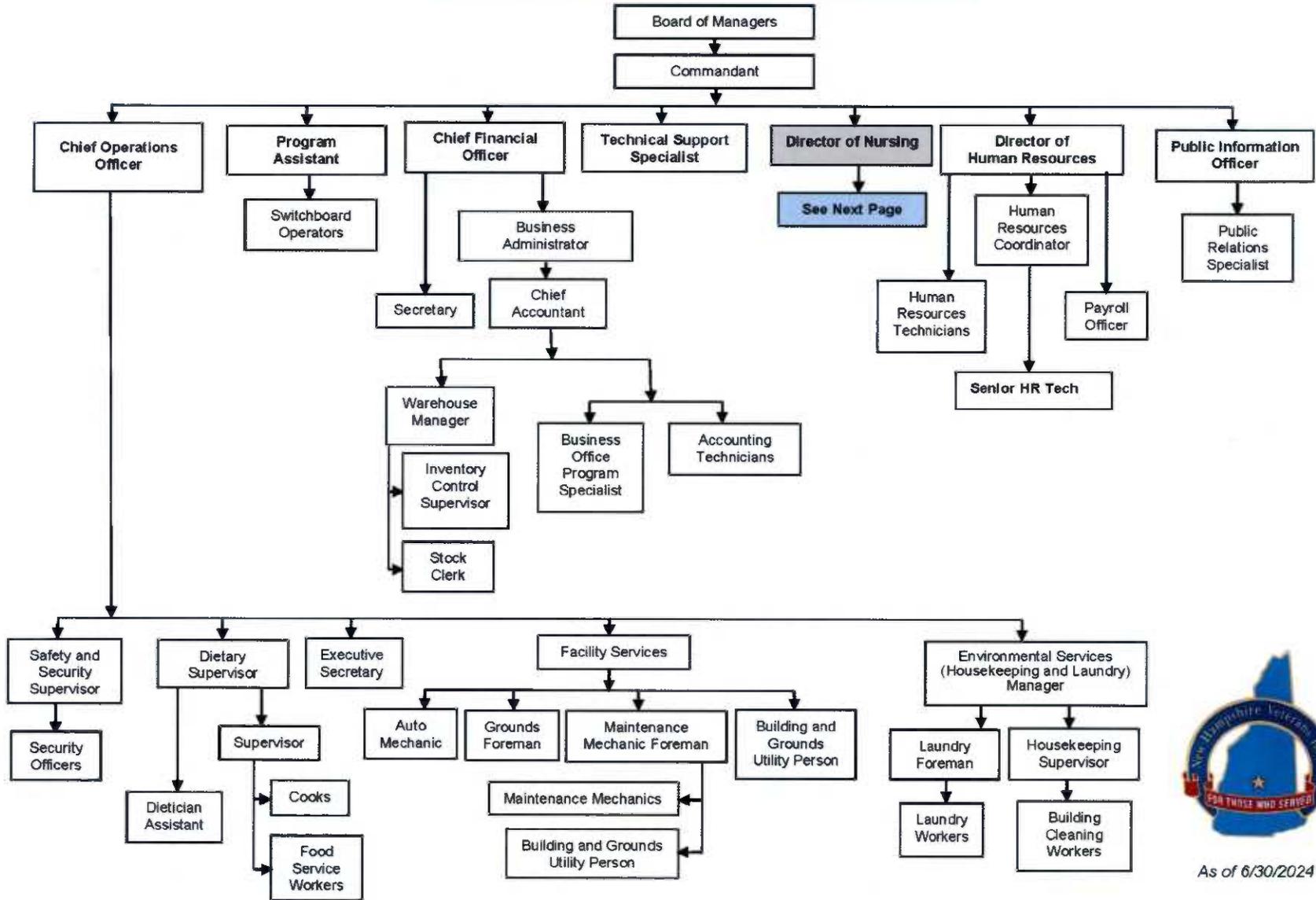


Class	Class Description	SFY25 Estimated Expenditures
010	PERSONAL SERVICES PERM CLAS	\$ 21,255,237
011	PERSONAL SERVICES UNCLASSIF	\$ 142,187
018	OVERTIME	\$ 197,120
019	HOLIDAY PAY	\$ 1,076,320
020	CURRENT EXPENSES	\$ 1,229,650
021	FOOD INSTITUTIONS	\$ 824,000
022	RENTS-LEASES OTHER THAN STA	\$ 29,500
023	HEAT ELECTRICITY WATER	\$ 700,850
024	MAINT OTHER THAN BUILD-GRN	\$ 41,500
026	ORGANIZATIONAL DUES	\$ 2,000
027	TRANSFERS TO DOIT	\$ 898,541
030	EQUIPMENT NEW REPLACEMENT	\$ 574,000
039	TELECOMMUNICATIONS	\$ 75,400
040	INDIRECT COSTS	\$ 170,542
041	AUDIT FUND SET ASIDE	\$ 10,508
046	CONSULTANTS	\$ 1,074,508
047	OWN FORCES MAINT BUILD-GRN	\$ 152,000
048	CONTRACTUAL MAINT BUILD-GRN	\$ 572,012
049	TRANSFER TO OTHER STATE AGE	\$ 16,067
050	PERSONAL SERVICE TEMP APPOI	\$ 1,139,752
060	BENEFITS	\$ 13,471,217
061	UNEMPLOYMENT COMPENSATION	\$ 18,360
062	WORKERS COMPENSATION	\$ 238,557
066	EMPLOYEE TRAINING	\$ 20,000
070	IN STATE TRAVEL REIMBURSEME	\$ 9,050
080	OUT OF STATE TRAVEL REIMB	\$ 7,400
100	PRESCRIPTION DRUG EXPENSES	\$ 800,000
101	MEDICAL PAYMENTS TO PROVIDE	\$ 1,407,559
103	CONTRACTS FOR OP SERVICES	\$ 40,000
211	CATASTROPHIC CASUALTY INS	\$ 8,887
Total		\$ 46,202,724

SFY25 Estimated Expenditures by Program Area

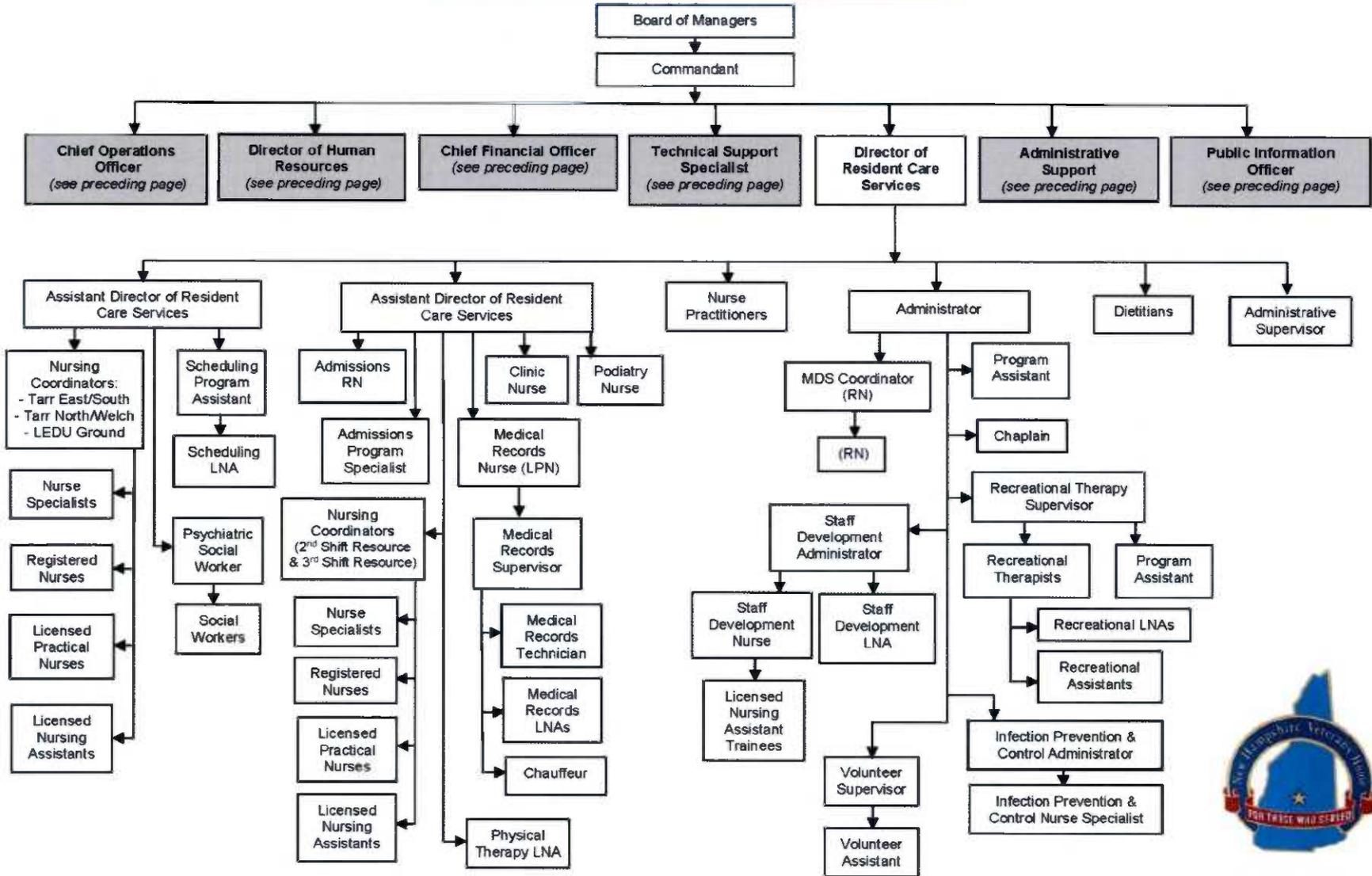


New Hampshire Veterans Home Organizational Chart



As of 6/30/2024

New Hampshire Veterans Home Clinical Organizational Chart



As of 6/30/2024

Fiscal Year 2024 proved to be another busy and fulfilling year:

Staff Recruitment

Nursing - The numbers of NH Veterans Home nursing staff team members has a direct correlation to the number of veterans we are able to accommodate. To increase our nursing team, our In-House LNA Trainee program that began in April 2022 has now completed six courses, rendering 27 new LNAs. The seventh class is in process with an August 2024 graduation date. Former students who graduated are now serving our veterans as licensed nursing assistants.

Staff Retention

Continuing Education - These offerings advance our staff knowledge and practice by investing in each staff member, providing them with the most current curriculum available and enhancing care of the residents. As an advancement opportunity for LNAs, NHVH offers *LMNA courses* to qualified, experienced applicants. NH Veterans Home employees complete *dementia training* annually to better understand differences and similarities of different types of dementia, stages of the diseases, and how best to communicate with residents afflicted with this disease. The Home provides annual training centered around *resident rights, abuse and neglect prevention*. Monthly, virtual *NH Department of Information Technology training* focuses on remaining safe online. Team members are also offered additional training on long-term care, health and safety topics, and refreshers for personal protective equipment.

Employee Fun – Wacky Wednesday theme days continued throughout the year, adding additional fun to our veterans' and

employees' days.

Staff Celebrations -

Pizza Party was sponsored by the Disabled American Veterans and served by our Board of Managers for all staff in November.



Public Service Recognition Week was held May 5 – 11, 2024 for State of New Hampshire employees. Independence Financial Advisors again donated their double suite to our staff for them to enjoy a NH Fisher Cats home baseball game.

National Nursing Home Week was celebrated May 12 – 18, 2024 with many festivities including theme days, daily raffles and staff giveaways.

Employee Recognition Days were held throughout the year, recognizing all team members from the Home's various departments. A total of 29 special recognition events added to the celebration and appreciation of all healthcare heroes.

Communications - Commandant Kim MacKay continued hosting quarterly *Conversations with the Commandant* to bring employees together, sharing thoughts, ideas, feedback and suggestions in addition to hearing current happening around the Home. Monthly Quality of Life meetings with Commandant Updates continued, bringing veterans and staff together to share upcoming events, current information and project updates. All communication assists us to constantly improve and be our best as we fulfill our mission

serving our veterans.

Recreation Therapy

Our Recreation Therapy team members continue to hold many enjoyable programs for our veterans. Bingo games, cookouts, ice cream socials, and other sponsorships add to the fun planned throughout the year. With the welcomed assistance from volunteers and family members, our veterans once again participated in community events such as the Choose Franklin Community Day and Tilton-Northfield Old Home Day parades.

Ceremonies

The New Hampshire Veterans Home held eight special ceremonies this fiscal year to honor and remember:

- Vietnam War Veterans Day Ceremony
- Armed Forces Day Ceremony
- Memorial Day Ceremony
- D-Day Ceremony
- Flag Day Ceremony
- 9/11 Patriot Day Remembrance Ceremony
- Veterans Day Ceremony
- Pearl Harbor Remembrance Ceremony



Donations

Eversource – Utilizing the sponsorship provided by Eversource, the Facility Lighting Improvements Project was initiated in April and is scheduled to be completed next fiscal year. Anticipated savings are 50% of the Home's monthly energy expense. The cost-saving lighting fixtures and control switches will also improve the day-to-day conditions for the Home's veterans and staff.

(More information about the award received for this project is on page 18.)

Flagpole Replacements – Thanks to generous donations totaling \$8,175, the American Legion – Dept of NH, Commanders Paquin & Wiley, chose the replacement of the aging NHVH flagpoles as their Commander Project this year. Two new flagpoles, one for the American & POW/MIA flags, and one for the State of

New Hampshire Flag, now adorn our flag deck.

Diversion

Doors –

Board member

Madeline Dreusicke and Theresa Lloyd, wife of Chairman Paul Lloyd, held VFW post fundraisers to purchase ‘diversion doors’ for our Life Enhancement Dementia Unit (LEDU) neighborhoods. The completed doors now ease potential anxiety and enhance the quality of life of veterans in our memory care neighborhoods.

Other Valued Donors – Our Resident Benefit Fund facilitates quality programming that enhances the quality of life for resident veterans. Appreciation was extended to all donors for their generosity, including that of The Patriot Riders of America, NH; NH Patriot Guard Riders, Inc.; Patriot Syndicate Riding Club; Gilford High School students and staff; estate of Lionel LeBlanc; and numerous veteran service organizations, community groups, businesses, and individuals, including those from the State of NH United Way Campaign donors. *Generous and thoughtful donations further facilitates our ability to provide the best quality of life for our veterans. We are extremely grateful.*



New Quality Initiative

The New Hampshire Veterans Home Company Beat music group was introduced this fiscal year. Comprised of veterans, staff, and volunteers, this newly-formed group of vocalists and instrumentalists performed a medley of Flag Day songs at the Home’s Flag Day Ceremony. Led by Heather Sparano in our Volunteer Services department and Mary Ann Hoyt, dedicated volunteer and wonderful pianist, this talented group plans to perform at additional NHVH ceremonies next fiscal year.

Annual Surveys

Fire & Life Safety Inspection Report

- In December, the annual, unannounced inspection was completed by the Fire Marshal. Thanks to great teamwork, the few minor issues were addressed immediately.

Veterans Administration (VA)

annual Survey - Our VA survey was held in late May. Our VA survey team extended their appreciation to our veterans and staff for being so responsive and welcoming, relaying that our residents feel cared for and at home.

Projects

Ceiling Lifts - Additional rooms in our Tarr East neighborhoods have now been added to the list of rooms installed with lifts. Installation of these permanent ceiling lifts were completed in March and now benefit both residents and staff.

Overhead Page System – The Home’s paging system has now been repaired, providing an efficient and effective means of communication, especially in cases of emergent situations.

Paving Projects – Final approval for repaving our parking lots and access roads was received from the

Governor & Executive Council on June 12, 2024. The successful bidders will begin repaving in the summer of 2024. The same construction company was also awarded the bid to pave the pond walkway with funds donated by former resident Robert Kelsey.

Wi-Fi, Equipment & Meeting Room Upgrades

- The Governor and Council approved our State Workforce Efficiency Enhancement Request (SWEEP), authorizing \$1,120,000 of American Rescue Plan Act (ARPA) State Fiscal Recovery Funds to improve the effectiveness and efficiency of the information technology infrastructure throughout our Home. The two-stage project began with Phase One, the facility-wide Resident/Staff WiFi upgrade. Phase Two is scheduled to take place next fiscal year and will include equipment upgrades with meeting room modernization.

Building Addition– While keeping the same number of licensed beds, this project facilitates restructuring semi-private rooms to private rooms, allowing greater privacy and infection control for residents while decreasing injury risks to staff. This capital budget item was approved by the State in the 2016-2017 fiscal year, and by the VA in June of 2023. Continual steps were taken this fiscal year to move forward with the bidding process, moving closer to breaking ground for the addition that will be housed in the current Welch parking lot.

Tarr North Tub Room – Repair of the broken drain line in this neighborhood’s tub room began this fiscal year and will be completed by the end of the first quarter in fiscal year 2025.

Facility Drainage Project – The NH Division of Public Works (DPW) hired civil engineers for this project.

We look forward to fiscal year 2025.

Admissions

*The New Hampshire Veterans Home
had the honor of welcoming the
following veterans to reside with their
fellow comrades this fiscal year:*

PAUL ASH	Marines	ALAN LEE	Navy
THEODORE BAKER	Navy	FRANCIS LOVE	Army
JOSEPH BOURBEAU	Navy	STANLEY MAESK	Army
EUGENE BRANNIGAN	Air Force	ROBERT MARIER	Army
EUGENE BROOKS	Navy	JAMES MAVILLE	Navy
FREDERICK CAMPBELL	Navy	WINSTON MCCARTY	Army
RALPH CHRISTIE	Army	JOHN MCKEON	Army
WILLIAM COBURN	Navy	RICHARD MEHEGAN	Navy
DALE COLT	Air Force	RICHARD MILYARO	Army
LEONARD COOMBES	Army	DAVID MOORE	Navy
PAUL CUMMINGS	Coast Guard	ELIZABETH MORGAN	Navy
STEPHEN DANDY	Air Force	ROGER RASMUSSEN	Army
WILLIAM DOWNING	Army	RICHARD RIDLEY	Coast Guard
CHARLES DRAKE	Army	JAMES ROYAL	Army
WAYNE GADWAH	Army	STEPHEN SAYEWICH	Air Force
GEORGE GLEASON	Air Force	JOHN SHEA	Army
PHYLLIS GLEASON	Air Force	RONALD SINCLAIR	Marines
ALAN GRANT	Army	JAMES SULLIVAN	Air Force
EUGENE HEIGHTON	Army	STEPHEN THOMAS	Navy
RONALD JOHNSTON	Army	RAOUL TREMBLAY	Army National Guard
HERBERT KARLE	Army	RICHARD TUCKER	Army
RICHARD KIMBALL	Marines	LIONEL VAILLANCOURT	Army
PAUL LAROSE	Air Force	MARTIN WOOD	Air Force

Final Salute

The dear veterans we are privileged to serve at the New Hampshire Veterans Home reflect the spiritual diversity of our great nation. And yet no matter how varied their beliefs, they were united in answering the call to a cause beyond themselves – military service on behalf of their fellow citizens.

We share a common humanity and in that humanity we share our grief over loss. We share our joy in having known these men and women, veterans of our Country who have departed. As we remember them, we honor them and thank them for their service to the United States in its time of need.



**The following veterans have left the NH Veterans Home
on their heavenly departure.
May they rest in peace.**

FRANCIS ALBERT	Navy	VICTOR LAFOND	Army
ELAINE BAKER	Navy	MAYNARD LANCASTER	Army
DONALD BALDINELLI	Air Force	PAUL LAROSE	Air Force
ELPHEGE BEAULIEU	Navy	HAROLD LONG	Navy
MOISE BEGIN	Army	EUGENE LUSSIER	Navy
ERNEST BUDER	Army	JAMES MAVILLE	Navy
ALBERT CALDWELL	Navy	KEVIN MCMAHON	Navy
RICHARD CARROLL	Air Force	JOHN NICKERSON	Army
WILLIAM CHAGNON	Navy	DONALD PALMER	Army
RALPH CHRISTIE	Army	FRANKLIN PHILBRICK	Army
EUGENE ELLSWORTH	Army	HADLEY PLATT	Army
GARY FOOTE	Air Force	JOHN REID	Army
WALTER GALLO	Marines	DAVID RICHARDS	Air Force
SHANE GILL	Air Force	JOHN RILEY	Navy
ALAN GRANT	Army	NORMAN SANBORN	Navy
WILLIAM GREENE	Air Force	RICHARD SCANLON	Navy
TAYLOR GRIFFIN	Navy	GREG SEOG	Army
RICHARD HAMMOND	Army	THOMAS SNYDER	Army
EUGENE HEIGHTON	Army	LOUIS SOLOMON	Air Force
RALPH HOOD	Navy	ROBERT TARR	Army
PHILLIP HUNT	Navy	JAMES TORRES	Navy
ANN KEITH	Air Force	ROBERT TUCKER	Navy
EDWIN KENDALL	Army	ROBERT WALLS	Army
CLAUDE KENNEY	Air Force	DAVID WHITE	Army
ROBERT KIVER	Navy		

Board of Managers

The New Hampshire Veterans Home Board of Managers are comprised of representatives from veteran service organizations and our resident population.

Pictured are members of the 2023 - 2024 NH Veterans Home Board of Managers (*left to right*):

Seated in front – **Madeline Dreusicke**, Veterans of Foreign Wars Auxiliary; **Susan Cuddy**, Veterans of Foreign Wars; **Elaine Baker**, NHVH Resident; **Kimberly MacKay**, NHVH Commandant; and **Paul Lloyd**, Chairman & Veterans of Foreign Wars.

Standing in back row - **Raymond "Ray" Goulet Jr.**, Vietnam Veterans of America; **Leo Paquin**, American Legion; **Robert "Bob" Guldner**, Disabled American Veterans; **William Gaudreau**, Department of Military Affairs & Veteran Services; **Robert "Bob" Blais**, American Legion; **Denis Querrard**, VFW State Commander; and



Richard Borrazas, Disabled American Veterans Commander. (Not pictured: **Allan Bailey**, NHVH Resident.)

To read Board of Managers' meeting notices and minutes, we invite you to visit our website at www.nh.gov/veterans.

Commandant MacKay

Leading the team of employees at the New Hampshire Veterans Home, Commandant Kimberly "Kim" MacKay continues to focus on the quality of life of veterans served, including those who serve these important members.

During her second full fiscal year, Kim and her leadership team implemented many initiatives highlighted on the Year in Review (see pages 10 & 11). Additional items to note include:

- Worked with the State of New Hampshire Division of Personnel to align team member positions to those throughout the State in other departments and divisions
- Accepted Executive Councilor Joseph Kenney's invitation to host the May 2024 Governor and Executive Council breakfast meeting in our NHVH Town Hall; in addition to the Commandant, residents and Board of Managers members Elaine Baker and Allan Bailey spoke about their Home
- Recognized staff and residents with personal birthday greetings
- Continued open lines of communication with all shifts of staff through *Conversation with the Commandant* quarterly meetings and staff longevity celebrations

- Realigned the organization chart for greater collaboration and efficiencies, including the Chief Operating Officer and Chief Financial Officer positions.

The fiscal year ahead in 2024-2025 includes additional planned projects that the Commandant and her team look forward to implementing for the benefit of New Hampshire Veterans.



Kimberly MacKay
New Hampshire
Veterans Home
Commandant



275 Years of Service Celebrated

Dedicated and caring employees continue to be one of the New Hampshire Veterans Home's (NHVH) greatest assets. This fiscal year, 16 employees with 275 years of combined service to the State of New Hampshire were recognized with certificates

signed by Governor Christopher Sununu and a pin commemorating their service year.

The NHVH is fortunate to have these frontline heroes as part of our team, especially during a very tight labor market. These dedicated members are

thanked for their commitment to providing the best quality of life for our state's veterans with dignity, honor and respect.

Employees receiving these honors are:



10 Years: Dianc Fabian, Brianna Farnsworth, Cheryl Perkins, Harley Stone



10 Years (continued): Deborah Walker, Christine White, **15 Years:** Catherine Ballou, **20 Years:** Colleen Burns



20 Years (continued): Helene Gasset, Jo-Ann Griffin, Catherine James, Teresa Jordan,



20 Years (continued): Tamsen Wehncke, **25 Years:** Mary Beaudin, Jason Trefrey, **30 Years:** Dolores Mudge

Thank you all for your service to our veterans and the State of New Hampshire!

NHVV Resident Council

Representing veterans' interests

The New Hampshire Veterans Home Resident Council provides suggestions and feedback to further enhance the quality of life for our veterans. Through monthly meetings, the Council:

- Encourages resident participation;
- Promotes friendship and understanding among residents;
- Provides and receives information for the benefit of all residents;
- Suggests improvements.

Officers plan a flexible agenda where residents are invited to express their opinions on any subject. The officers, elected by secret ballot for two-year terms, work with our staff to facilitate communications, implement ideas,



Don Overman
President

John 'Jack' Tobey
1st Vice President

Henry 'Tom' Sawyer
2nd Vice President

John Donohue
Chaplain

Gary Simard
Sergeant-at-Arms

and follow up on recommendations. A sample of recent accomplishments include:

- Created a payment system, through the Resident Benefit Fund, to compensate resident mail deliverers at NHVV
- Created a resident focus group to improve Final Salutes, including a more personal and informative Final Salute presentation
- Provided Recreation Therapy

staff with regular input for activities and trips

- Created a survey to collect resident feedback
- Sparked the creation of a process for dry cleaning
- Began planning an annual H.E.R.O. award for an outstanding NHVV veteran
- And more

We thank them for their ideas and dedication.

Volunteers

Fiscal Year 2024 milestones include:

- 4,436** hours of individual donated time logged in our online volunteer portal, *Better Impact*; note: the total number of hours is much higher as this does not include hours from groups and organizations
- 2 NEW** Pet Therapy Dogs (total 15)
- 51 NEW** Volunteer Better Impact Accounts Created (total active volunteers 128)
- 9** NHVV departments utilizing volunteer assistance
- 19 NEW** Volunteer Opportunities (total 124)

Valued volunteers are vital to serving our veterans, providing thousands of hours of donated time annually to share their passions, hobbies and interests with residents. Whether assisting with major events or enjoying simple conversation, not only do volunteers make new friends, but they also improve quality of lives.

Volunteers assist residents to and from programs on campus and on trips. They

provide one-on-one at mealtime. They also spend time sharing their love of dogs, birds, books, card games, chess, cribbage, fishing, woodworking, art, model trains, or just enjoying conversation. Some even dance with our veterans while enjoying the musical talents of entertainers or assist residents shopping in our 'Main Street Store' or at our 'Sunshine Cart' of free, personal care items.

We appreciate their selfless and generous donation of time. The actions of volunteers are priceless. The NH Veterans Home is honored to have such giving people who are so generous with their time.

To recognize and honor our valued volunteers, the long-standing NH Veterans Home Volunteer Appreciation Luncheon was held on April 24, 2024. This special occasion aligned with the national Volunteer Appreciation Day.



Many live fairly close by, but some travel numerous miles from all over the state - as far north as Whitefield, west to Claremont, east to Dover, south to Pelham and numerous hometowns in between. We sincerely appreciate our volunteers' selfless dedication as they assist us in enriching our residents' lives.

HERO Awards

Our personnel - our frontline heroes - are vital to fulfilling our mission of **providing the best quality of life for New Hampshire Veterans with dignity, honor and respect**. Congratulations to our HERO Award recipients for being **Honorable, Exceptional, Reverent & Optimistic**. Fellow colleagues nominated the following HEROs for excelling in our mission:



Cathy Ballou



Tammy Beaudet



Paul DeHart



Tawni Ford



Steven Houle



Kaidee Keyser



Derek Martin



Savannah Paulhus



Krista Sterling



Jenny Stillman



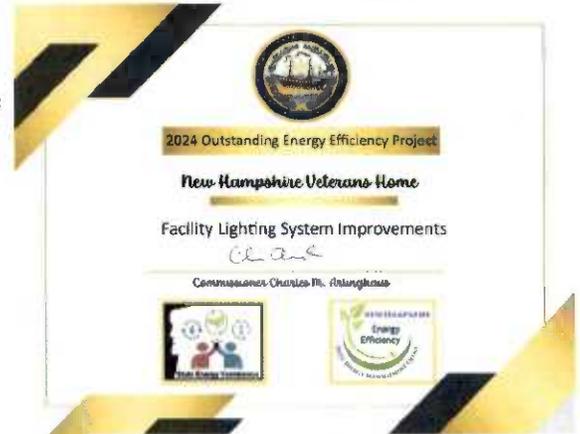
Tamsen Wehncke

2024 Outstanding Energy Efficiency Project

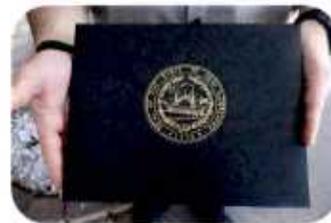
The New Hampshire Veterans Home was honored to receive the State of New Hampshire **2024 Outstanding Energy Efficiency Project Award** in April. Commissioner Charlie Arlinghaus from the Department of Administrative Services (DAS) presented the Award at the Department's annual conference in person, marking the first since the Covid pandemic.

Originally titled the "Governor's Award", the Home's Facility Lighting System Improvements project was chosen by the DAS Energy Team, State Energy Manger and State Energy Project Manager. This award was bestowed upon the Home as the best energy efficiency project from all considered this year in the State of New Hampshire.

Anticipated savings are 50% of the Home's monthly energy expense. Since the NHVH was granted project funds from Eversource, no funds were expensed for implantation of the cost-saving lighting fixtures and control switches. The DAS Award Committee anticipates the Home to lead by example and commended NHVH for this highly-visible lighting project. In addition to cost savings, this project improves the day-to-day conditions for the Home's veterans and staff.



Commandant Kim MacKay and Chief Operating Officer Brian Baker display the Award



Best of the Lakes Region



The New Hampshire Veterans Home was nominated as Best Assisted Living & Best Place to work in New Hampshire's Lakes Region. The significant number of votes received and the award nomination itself speaks volumes to honoring the team of employees serving our state's veterans.



NH Veteran-Friendly Business

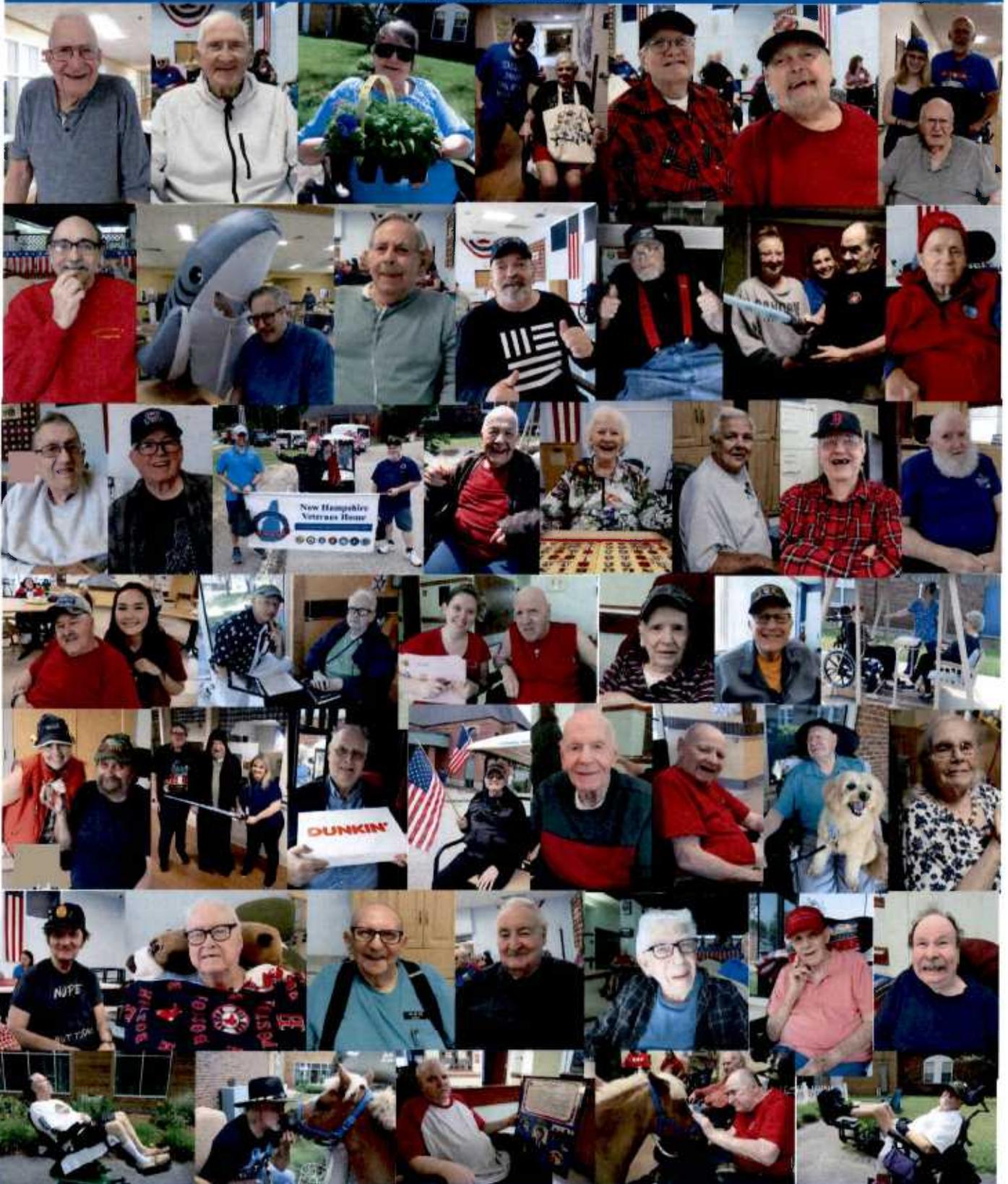


The NH Veterans Home earned the two-year, **New Hampshire Veteran-Friendly Business** designation when the program launched in spring 2020. This fiscal year, our Home continued to earn the **Platinum Level** award designation, the highest honor, for the four levels of veteran-friendly practices, procedures and protocols: to **honor, fortify, empower,** and positively **impact** the lives of NH Service members, Veterans and their families.

Fulfillment of this criteria provide New Hampshire businesses with a roadmap to develop and enhance veteran-friendly practices. The Department of Military Affairs & Veterans Services (DMAVS) and NH Employment Security (NHES) celebrate businesses, organizations, colleges and schools in New Hampshire that strive to earn this designation.

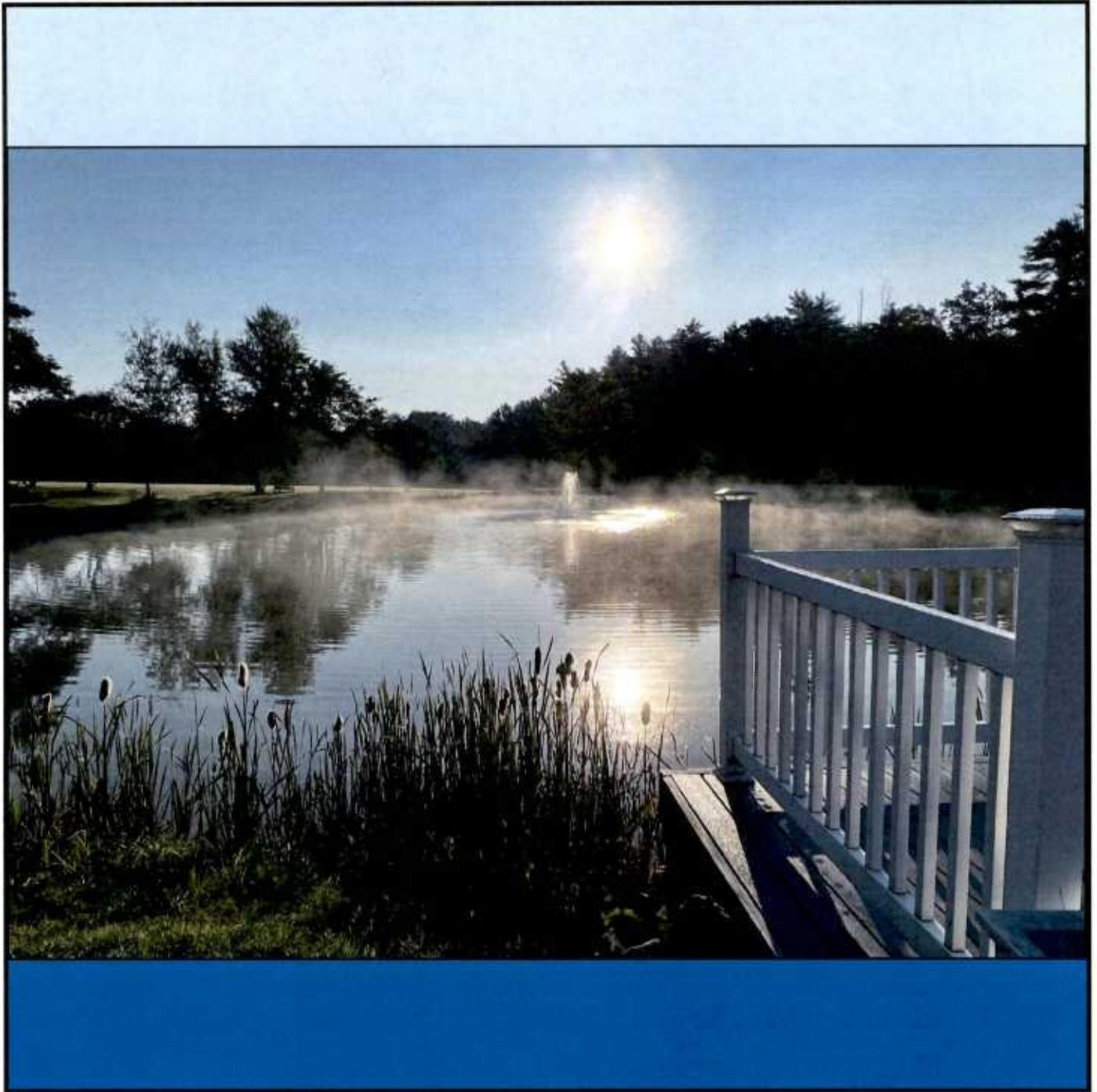


AROUND OUR HOME



About the New Hampshire Veterans Home

The New Hampshire Veterans Home was established in Tilton in 1890 as the Soldier's Home for Civil War Veterans. The modern facility is home to men and women who have served their country and fellow New Hampshire citizens. As the state's only long-term care facility dedicated exclusively to veterans, our mission is to provide the best quality of life for New Hampshire veterans with dignity, honor and respect.



[Front cover] The New Hampshire Veterans Home's beautiful, new pond fountain being enjoyed by Ron and his great-grandson, Finnigan, while fishing.

[Above] The new pond fountain during a foggy New England sunrise.



New Hampshire Veterans Home

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