



Annual Impact Report

2025

Leading with Care,
Growing with Purpose,
Succeeding Together



Sandy Pelletier, President and CEO

As winter settles across New Hampshire, it offers a moment to reflect with gratitude on the year behind us and the community we are honored to serve.

At Gateways, our commitment to advocating for individuals and families across the state remains strong. Guided by the belief that all people are of great value, our Board, volunteers, and dedicated staff work every day to deliver innovative, high-quality supports that help people lead meaningful lives in the communities they call home. Today, Gateways proudly serves close to 3,000 individuals statewide.

Sharing the voices and stories of those we support is central to our work. This annual report highlights just a few of these stories and the impact Gateways is making across New Hampshire.

Over the past year, Gateways continued to move forward with purpose, earning national recognition for innovative workforce partnerships, strengthening residential services, and investing in programs that support individuals and families, even amid workforce shortages and housing challenges.

It is an honor to be part of an organization so deeply rooted in service, compassion, and community.



President & CEO

Board of Directors

Executive Board

Peggy Gilmour - *President*

Lisa Scheib, MD - *Vice President*

Edgar Carter - *Treasurer*

Jim Moran - *Secretary*

Members

Steve Beals

Bob Corcoran

Bonnie Dunham

Joe Gamache

Tom Gaul

Wendy Hunt

Padmaja

Kunapareddy

Kameo LeLievre

Jim McKenna

Rob Prunier

Chelsea Schultz

Mark Thornton

Theo Vouglas

Jessica Wojcik

Amy Wheeler Teas



2025 Community Impact Report



\$431,385

Fundraising, grants
and charitable gaming



55

Organizations sponsored
our fundraiser



2,699

Clients Served

Service Coordination Satisfaction Survey



1,900

Service Coordination
families received a
satisfaction survey

421

Responded
22%

98%

Very satisfied with communication,
response time & collaboration

Certified Direct Support Professionals Training

38

students
graduated from program



15

were hired across
local and state
provider networks

Health & Recreation

52

Individuals enjoyed
summer camperships

429

Children were
screened for Early
Support Services

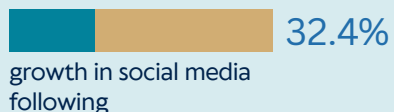
550

Individuals enjoyed a
group trip to
Canobie Lake Park

Community Engagement

195

New Donors
in 2025



GATEWAYS AUTISM CENTER

Early Support, Lasting Change

When Tommy first arrived at Gateways Autism Center at just 2 years old, he had limited interaction with the world. With few spoken words and a limited ability to communicate, he was often left frustrated. A brief attempt at public preschool only underscored how much he needed specialized, compassionate support and how critical it was that he receive it early.

Tommy began full-time services at Gateways, and the change was profound.

With consistent, individualized care, frustration gave way to joy. Tommy found his voice by speaking in words, phrases, and sentences. He began following directions, engaging with peers, singing in the hallways, and exploring his world with curiosity and confidence. He learned his letters, colors, shapes, and animals. He is now fully potty trained, a milestone his family is incredibly proud of. In just five months, Tommy mastered 86 individualized learning targets.

His progress is a powerful reminder that when children receive the right care at the right time, possibilities expand and lives are changed.

Your Impact

Because of our donors' generosity, the Autism Center can enhance its services with benefits such as music therapy, hands-on learning experiences, and community outings.



CHOICES FOR INDEPENDENCE

Adult Services

When an individual living with Alzheimer's disease expressed a heartfelt wish to remain at home, their family committed to making that wish a reality. Through New Hampshire's Choices for Independence (CFI) program and guidance and support of Gateways Community Services, that goal became possible.

The journey wasn't easy. It required persistence, advocacy, and navigating a complex system during an already emotional time. But when CFI services began, everything changed bringing relief, stability, and hope.

With thoughtful case management, services were tailored to reflect the participant's routines, preferences, and goals. As care needs evolved, supports adjusted allowing family members to provide hands-on care, supplemented by trusted personal care providers and hospice when needed. Throughout each transition, a coordinated team remained present, responsive, and compassionate.

The result was a life lived with dignity and meaning. The participant remained at home, surrounded by loved ones, supported by familiar faces, and cared for in a way that honored their wishes right through life's most difficult chapter.

This is the promise of Choices for Independence: supporting individuals to age at home, with dignity, autonomy, and compassionate care every step of the way.

Gateways Community Services is honored to share this testimonial with the support of Deborah Waters, who graciously contributed this experience in loving memory of her husband, William Waters.

2025-2028

Gateway's Future Vision Strategic Plan

Gateway's strategic direction is anchored in six core Strategic Pillars, each supported by clear goals that position the organization to fully realize its vision over the next three to five years.

Gateways is a vibrant and trusted leader in person-centered service delivery and advocacy, recognized for delivering high-impact programs that empower individuals and families to thrive. Our culture is defined by intentional growth, leadership development, and creative collaboration. We attract and retain talented individuals who are inspired by purpose and supported by an exceptional Board of Directors.

We continue to expand both geographically and programmatically, strengthening our financial foundation while balancing operational efficiency with deep empathy. Gateways' brand is increasingly sought after for its excellence and integrity and is celebrated by partners, donors, and the broader community as a catalyst for equitable access and a stronger collective future.



Strategic Plan Pillars



Our Programs and Services

Transforming Possibilities into Realities



Our People & Culture

Attracting, Developing, and Keeping the Best



Our Advocacy & Alliances

Leading with Voice and Vision
(Nothing About Us, Without Us)



Our Finances

Expanding Possibilities Through Fiscal Stability & Sustainable Growth



Our Operations

Purpose-Driven and Efficiency- Focused



Our Brand

Known, Chosen Trusted.



Our new podcast launched in 2025

Lifeline for a Lifetime

Developed to expand our reach and share essential information with the community.



7 Episodes

On various important topics

101 Downloads

Reflects a growing interest in our content

15 locations

Our voice was heard across the nation and around the world

Listen anytime, anywhere!

Available across all major platforms, including Spotify and RSS.com

Community Impact

The Healing Power of Your Generosity

Thanks to your generosity, Gateways provides life-changing music therapy at the Gateways Autism Center and Adult Day Center. Your support enables children and adults to participate in motivating musical experiences that strengthen social communication, emotional expression, and meaningful connection. Through group music activities, participants develop turn-taking, empathy, and overall social skills. Because of donors like you, individuals of all ages continue to benefit from the therapeutic power of music.



Creating Space for Belonging

Gateways is proud to offer **Deaf Connections**, a new social group created thanks to generous community donations and grant support. Launched in 2025, the group brings together individuals who are Deaf or hard of hearing, offering a welcoming space for friendship, empowerment, and shared experiences. Throughout the year, members gathered for seasonal celebrations, community outings, and engaging activities that reduce isolation and foster lasting support networks.

Pictured below, participants enjoy one of these meaningful group events, celebrating connection and community together.



Community Connections

What an unforgettable experience! One of the standout moments from last year's "Imagine the Possibilities" fundraiser came from a truly unique auction item: a Nashua Police Department Ride-Along Tour.

Our lucky winner, Darlene Adams, shared the experience with her daughter's family, The Mellos, and together they enjoyed an extraordinary day. The highlight? The kids received a once-in-a-lifetime ride to school in the Nashua Police Department BearCat, creating a memory they'll never forget.

A heartfelt thank you to the Nashua Police Department for making this experience truly meaningful and to all who supported the *Imagine the Possibilities Fundraiser*. **Your generosity is what brings moments like this to life.**

Together, we're building community, strengthening partnerships, and opening doors to experiences that inspire.



October 14th

Last year, your generosity helped raise more than **\$80,000**. We cannot wait to build on that momentum at our 2026 event.

Contact Carolyn at camclaughlin@gatewayscs.org for more information



Sheraton
Nashua

**We hope you'll
join us!**



Consolidated Financials of Gateways and Subsidiary

TOTAL REVENUE	\$33,639,003
Medicaid & State Funding	\$25,712,977
Veteran Services	\$2,546,755
Other	\$2,234,683
Contributions	\$2,221,525
Commercial Insurance	\$688,784
COVID 19 Funding	\$234,279

TOTAL EXPENSES	\$32,467,149
Wages, Benefits, Taxes Client	\$18,768,075
Client Treatment Services	\$9,409,310
Other	\$1,473,076
Service Provider Payments	\$325,964
Professional Fees	\$1,745,643
Occupancy	\$745,081



Gateways C2 Corporation Subsidiary

The C2 Corporation properties serve individuals with developmental disabilities

13 Properties

Owned by
Gateways

5 Towns

Nashua, Merrimack,
Milford, Hudson, Wilton

\$8,975,000

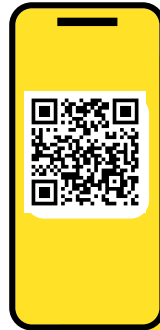
Current Fair
Market Value

VOLUNTEER IMPACT

Volunteering is vital to a nonprofit's success because it expands what the organization can achieve beyond its limited resources. Volunteers bring time, skills, and energy that strengthen programs, build community trust, and deepen support for the mission. Their generosity and commitment help nonprofits reach more people and make a greater impact than funding alone ever could.



Scan the QR code and watch our brand-new video showcasing the heart of our Adult Day Center. **Created with generous volunteer talent, it highlights the compassion, dignity, and meaningful support that define our program.** Through real interactions and an honest family perspective, the video offers a powerful look at the impact our center has every day. We invite you to watch and see why this work matters so deeply.



SCAN ME!



@GatewaysCommunity Services

Pictured below is a behind-the-scenes look at the film crew at the Gateways Adult Day.





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