

2014 Annual Report



Volunteers of America®

**NORTHERN
NEW ENGLAND**

WHAT WE DO

At Volunteers of America Northern New England we serve the people of Maine, New Hampshire and Vermont with the promise to “go wherever we are needed, and do whatever comes to hand.”

Our goal is to reach out and uplift the human condition and provide opportunity for individual and community involvement.

**We feed. We shelter. We help. We teach.
THIS IS WHY WE DO WHAT WE DO**

“This place here probably saved my life.”



“I was in Desert Storm. We were waiting on the border. We didn't think there would be a war. Surely they would back down. Then we heard the war had started and we were getting engaged that night. We were surprised, but of course we did our duty.

Things didn't bother me when I first came home. It took about a year for things to change. I wasn't the same person. Alcohol and drugs were the only thing that allowed me to clear the thoughts from my head and so I could sleep. I just snapped and lost my mind. As the amount of drugs and alcohol increased, I was basically killing myself slowly to

make myself feel better.

This place here (The Arthur B. Huot Veterans Housing, run by Volunteers of America Northern New England) probably saved my life. I am just so grateful to be alive. I've done so well and I am so happy here. The staff is incredible... It is easy to talk with other vets because they have lived through the same things. I just want to get to the point that I don't make those bad decisions any more. I want to take the steps necessary to be happy again. It has been so long.”

Jason was a chef after returning from Desert Storm and has begun his own catering business at the Huot House. Huot House is also generously supported by grants from The Home Depot Foundation

THIS IS WHY WE DO WHAT WE DO

40 programs in Northern New England

Behavioral Health Programs:

- Intensive Residential Treatment
- Daily Living Support Services
- Brackett Street Residence
- Beach Street Residence
- Sawyer Street Residence

Youth and Family Services:

- Camp POSTCARD
- Scholastic Books and Read & Rise
- Action Teams
- Volunteer Income Tax Assistance Program

Senior Services:

- Ten affordable Senior Housing Communities in Maine & New Hampshire;
- Options at Home; and
- Navigation Services

Veterans Services:

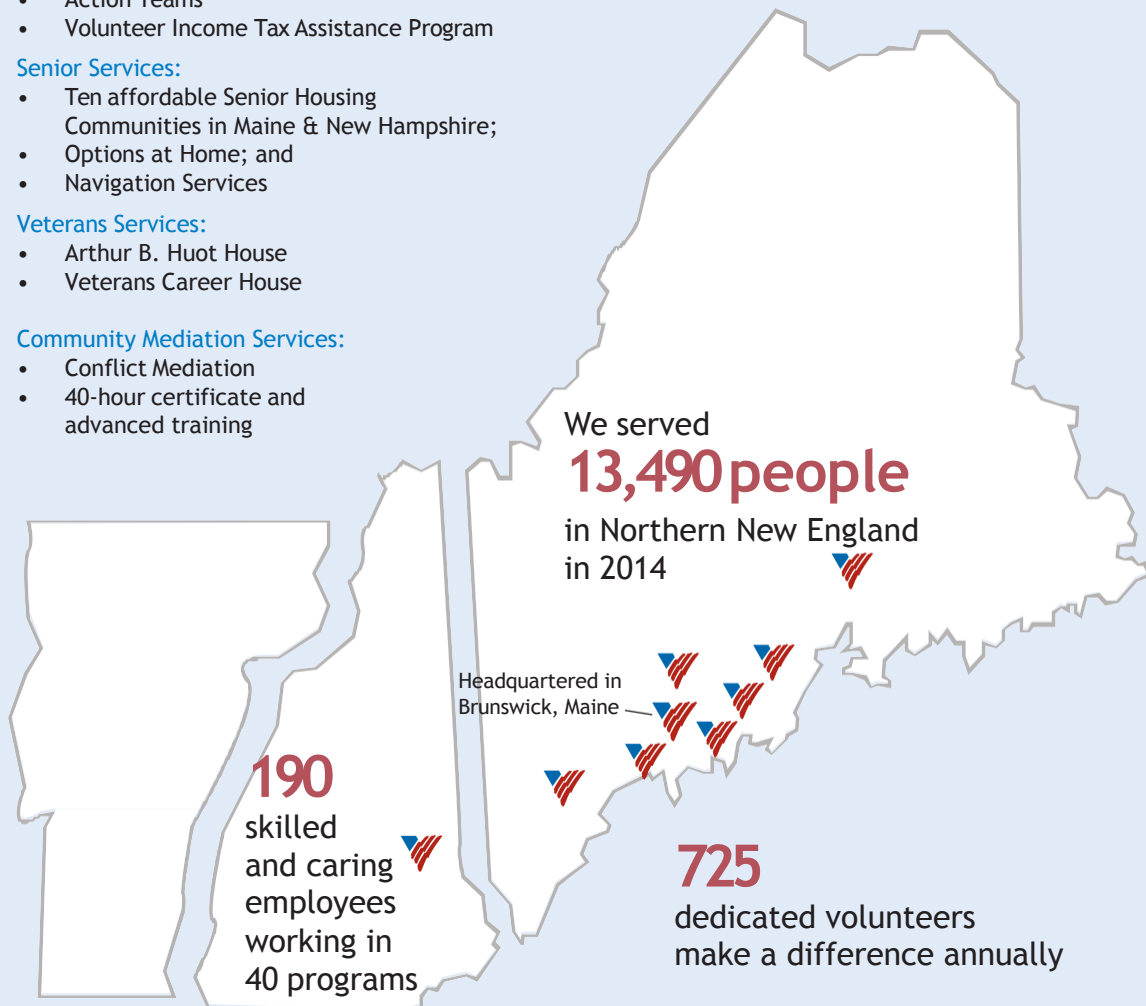
- Arthur B. Huot House
- Veterans Career House

Community Mediation Services:

- Conflict Mediation
- 40-hour certificate and advanced training

Community Justice:

- Maine Coastal Regional Reentry Center
- Northern Maine Regional Reentry Center
- Penobscot County Community Justice Services
- Sagadahoc County Community Justice Services
- Waldo County Community Justice Services
- Lincoln County Community Justice Services
- Bridging the Gap at Two Bridges Regional Jail
- Batterers Intervention Program



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Behavioral Health

Our five behavioral health programs serve individuals who are 18 years or older and who have been diagnosed with persistent mental illness or co-occurring conditions.

Our programs welcome people whose behaviors have frustrated the best efforts of other care givers. We use evidence-based programming to foster new thinking, attitudes and behaviors that lead to positive personal changes, independence, maturity and self-responsibility.

Our goal is to help break the cycle of hospitalization and homelessness and create a path to independence.

34

men and women
living with mental illness avoided
homelessness or jail.

Hundreds

of community outings, visits and
creative programming projects
throughout the year as part of our
efforts to foster new approaches to
independence.



Innovative programming

BRACKETT STREET:

This 6 unit residential treatment home serves men who are living with mental illness, have a criminal justice history and substance abuse disorders. We provide a respectful recovery environment to help our clients gain life skills, self-awareness, healthy relationships and community connections, helping divert our clients from the correctional system.

BEACH STREET:

We are a 6 bed treatment program serving men suffering with severe and persistent mental illness since 2002. We provide a safe and secure placement. We focus on building life skills and community connections to prevent psychiatric hospital stays. Length of stay at the program ranges from 3 to 5 years based on the needs of the individual.

SAWYER STREET:

We are a level IV licensed facility that opened our doors in 2002. We empower our residents to maintain their independence as they age while encouraging community involvement. Our philosophy is client-centered and rooted in treating our residents with respect and dignity. We currently serve seven women.



DAILY LIVING SUPPORT SERVICES:

Since 2012, DLSS has been helping clients transition from 24-hour residential treatment to fully independent living. We offer support services that help clients sustain independence through well-checks, support and case management services.

INTENSIVE RESIDENTIAL TREATMENT:

Our doors opened in 2006. High-profile clients have few options other than jail or a stay in a psychiatric hospital. We help these most difficult clients with a stable, supportive environment that includes one-on-one support, 24 hours a day.

Behavioral Health milestones

144 the average number of community engagement outings each client experiences a year, from visiting the library to gardening to whitewater rafting.

#1 We are the only provider in Maine to offer one-to-one, intense programming for those living with severe mental illness.



a week to last a lifetime

2014 Camp POSTCARD

130 campers

153 volunteers

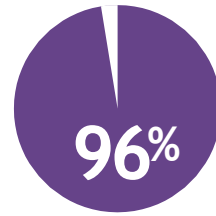


Camp POSTCARD

In 2014 Volunteers of America Northern New England celebrated its 21st year partnering with the Maine Sheriffs' Association and Maine D.A.R.E. Association to bring Camp POSTCARD to kids in Maine. Camp POSTCARD ("Police Officers Striving to Create and Reinforce Dreams") is a free week-long, overnight summer camp for Maine 5th and 6th graders — helping them build relationships, learn life skills, and change their perceptions of law enforcement.

The average cost of a week of camp is typically between \$800 and \$1000, which is well beyond the means of many Maine families. Camp POSTCARD provides a free week of camp at Agassiz Village in Poland, Maine for those children most in need.

Our experience over the past twenty plus years has shown us that significant change is possible in an environment of positive activities, outdoor recreation, structure, healthy food, and opportunities to interact in new ways with different people.



Campers who tried something new



Campers who said being healthy is important



2014 CA\$H Maine

4746
\$7
million

low-income
working Mainers
in federal tax
refunds returned to
the local economy



Youth and Family

About one-third of Maine households live in poverty. This is why Volunteers of America provides high quality, innovative services for disadvantaged and disconnected children and families. We are committed to helping youth and families strengthen their communities and rebuild their lives.

How Volunteers of America Northern New England strengthened communities in 2014:

- 4,678** low-income people accessed free tax preparation, financial education and asset-building services from the **Creating Assets, Savings and Hope (CA\$H) Maine** coalitions, which are supported by Volunteers of America through an IRS grant.
- 6,282** Scholastic Inc. books were distributed to families and children in Maine to promote early reading and literacy skills.
- \$8,000** Four, \$2,000 scholarships were awarded to Action Team members by the Major League Baseball Players Trust.
- 52** teen volunteers gained leadership skills and served their communities with the Volunteers of America **Action Teams**.



Scholastic Books

In 2014, programs receiving the nearly 6,282 books included Read & Rise (above left) and Camp POSTCARD.

Senior Services

With 1 in 3 seniors living in poverty, finding an affordable place to call home isn't easy. Volunteers of America is one of the largest providers of affordable senior housing in the nation. We believe that service-enriched housing is paramount to the long-term independence and success of the people we serve. A service-enriched home allows seniors to age in place with dignity. It also delivers better outcomes to the residents we serve at a lower public cost than other settings. From independent living communities, with onsite service coordination, we provide support services vital to senior citizen health and well-being.

Affordable Housing

Volunteers of America Northern New England

acquired the Penobscot River House on June 26, 2014. Penobscot River House is an 80-unit affordable housing community serving seniors and adults with disabilities. Residents are thrilled to have Volunteers of America as the new management agent.

92% of all residents surveyed reported they were likely to recommend Volunteers of America's Senior Housing Communities to others.

Options at Home

As part of Volunteers of America's service-enriched housing, we offer In-Home Support Services and Navigation Services. In 2014, we continued to serve more residents with these services, helping seniors age in place, prevent isolation, increase access to community resources, and experience a better quality of life.



Iona Osnoe and former Sheriff Westrum.



Nothing like a community barbeque.



Bowdoin College volunteers help out.

Aging with Options milestones in 2014

\$13,090

the average fixed income of residents at our affordable senior housing communities in Maine and New Hampshire. Seniors only have to pay 30% of their income after medical expenses and receive a monthly utility allowance.

416

seniors with low income received affordable housing in safe and supportive communities.

69

residents received in-home support services, helping them age in place at home.



Veterans Services

One in four of the 700,000 Americans who are homeless are veterans. We are committed to ending homelessness among veterans. Since 2001 we have been serving homeless veterans with safe, supportive housing; transition services; career counseling; and cognitive-behavioral programming and support.

Veterans services milestones:

- 43** Veterans received safe, transitional housing, case management services, career development training and life skills programming to help them find employment and gain independence.
- #1** The Arthur B. Huot House is the only coed transitional housing program for veterans in Maine.



Veterans engage in the community

Our partnership with Rolling Thunder Chapter 1 and the Military Veterans Motorcycle Club Storm Riders continued with the annual Ride for the Homes in 2014. Our veterans tend a garden each summer and two of our veterans (above left) stand with one of their accomplishments.

Community Mediation Services

We all experience conflict at some point in our lives. Community Mediation Services' statewide network of trained, neutral mediators help people have difficult conversations without the emotion getting in the way. Our goal is to help preserve relationships, clarify issues, explore options and reach agreements everyone can live with.

Under One Roof helps seniors live in community

Through its Community Mediation Services *Under One Roof* initiative, Volunteers of America is helping seniors understand how interpersonal issues affect their experience of living in community.

Through a series of workshops and trainings, Community Mediation Services mediators helped senior residents develop tools for conflict management and resolution in general.

"I sense [the residents'] excitement and hope," says volunteer mediator, Brenda Mitchell. "They now believe that maybe there's something they can do [to improve their environment]. Sometimes it's just giving people empathy for the situation that they're in. The group can see that you don't have to fix it, you can just listen — and do some good."



New Program Highlights:

- Selected by National Association for Community Mediation as one of three centers to be part of the "innovative, hands-on learning partnership with the Virtual Mediation Lab" to explore providing online mediation services.
- Introduced "Senior Bullying" Training

Helping people transform conflict

- 446** the number of hours our volunteer mediators served helping people transform conflict and preserve relationships.
- 914** clients served with mediation services, conflict resolution education, and other alternative dispute resolution education.
- 381** mediators were trained through the 40-hour basic and advanced mediation training programs. Advanced training programs included, Family Law, Domestic Violence, Consumer Law, and Elder Law.
- \$25,000** grant received from VOA/Juice+ Childrens Foundation to develop a military family mediation program

Community Justice Programs

Since 1896, we have been helping people successfully transition from prison to productive life in the community. Our reentry centers and community justice programs provide skills development, case management support, and community service opportunities.

Community Justice program milestones:

\$540,187	total revenue from fines, restitution, room and board, supervision and per diem fees.
26,200	the number of pounds of produce from the Maine Coastal Regional Reentry Center (MCRRC) garden that was distributed to 25 hunger relief organizations in Waldo County.
6,204	the number of hours of community service our MCRRC and NMRRRC residents provided to local nonprofits and service organizations.
1265	participants in our community justice programs in four counties avoided incarceration through Volunteers of America's day reporting, alternative sentencing, pre-trial and diversion programs.
94	the number of residents served by the Maine Coastal Regional Reentry Center in Belfast, Maine and Northern Maine Regional Reentry Center in Bangor, Maine.



Residents engaged in the community

Residents of the MCRRC volunteered 6,204 hours in 2014 for local nonprofits. Volunteer projects included preparing and serving a gourmet meal (above, left) and hosting other fundraisers. Our Alternative Sentencing programs allow people to serve their sentence in a non-jail location and perform community service. Our ReFinement Program helps people pay court-ordered fines through supervised community service.

Donors

GIFTS OF \$25,000+

Ms. Pam Aloupis

GIFTS OF \$10,000-\$24,999

John T. Gorman Foundation

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Maine Sheriffs Association

Stephen and Tabitha King Foundation

GIFTS OF \$5,000-\$9,999

BJ's Charitable Foundation

GIFTS OF \$2,500-\$4,999

Davenport Trust Fund

Keybank National Association

Cross Insurance

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GIFTS OF \$1,000-\$2,499

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Mr. Malcolm Dow

Mr. Mark Ellis

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Rolling Thunder Inc., Maine

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Mr. Jerome Weiner

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GIFTS OF \$500-\$999

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Ms. Gail Evans

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Home Depot-Biddeford

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Kittery Rotary After Hours Club

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Oxford County Sheriff's Office

Rotary Club of Kittery

Southern Maine Chapter Military Officers' Association

St. Margaret's Episcopal Church

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United Way of York County

Whitefield Lions Club

GIFTS OF \$100-\$499

Maine Chiefs of Police

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American Legion – Owen Davis Post 96

American Legion Wells/Ogunquit Post 143

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AmVet s Auxillary Post 33

Anonymous

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Mr. Randolph Barnhart

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Ms. Tatiana Bickford

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Ms. Therese Blais

Blue Knights Maine VII

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Mr. Bill Browning

Ms. Kelly Bunch

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Calvert Foundation

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Mr. Boyd McFarland

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Mr. Michael Merrill

Ms. Patricia Merrill

Ms. Erica Miller

Ms. Sheryl Moore

Ms. Patricia Moore

Ms. Melissa Morrill

National Correctional Employees Union Local 111

Ms. Patricia Nichols

GIFTS OF \$100-\$499

(continued)

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IN-KIND GIFTS OF \$500 +

American Red Cross
Southern Maine

City of Auburn

CEI

Custom Banner

Hugs Of Love

KeyBank - Presque Isle

City of Lewiston

Lewiston Recreation
Department

L.L. Bean

Major League Baseball
Players Trust

Maine Today Media

Midcoast Maine
Community Action
Mt. Ararat High School

Richmond Adult and
Community Education

Scholastic Books

United Way of
Eastern Maine

United Way of
Greater
Portland

United Way
Mid Coast Maine

University College
at Bath/Brunswick

THANK YOU TO OUR 2014 PARTNERS

ACTION TEAMS

Poland Regional High
School
Thornton Academy

Brunswick High School

Major League Baseball
Players Trust

CAMP POSTCARD

Maine Sheriffs' Association

Maine D.A.R.E.
Officer's Association

CA\$H MAINE

Androscoggin Head Start

City of Lewiston

Four Directions
Development Corporation

United Way branches
of Aroostook County,
Eastern Maine, Mid Coast

Maine, Mid Maine, Kennebec
Valley,
Oxford County, and
Tri-Valley Area

Women, Work and
Community

Midcoast Maine
Community Action

York County
Community Action

COMMUNITY JUSTICE PROGRAMS

Sagadahoc County

Lincoln County

Waldo County

Cumberland County

Penobscot County

COMMUNITY MEDIATION SERVICES Opportunity Alliance

MAINE COASTAL REGIONAL REENTRY CENTER

Maine Board of Corrections

Maine Department
of Corrections

Restorative Justice Project

Waldo County
Sheriff's Department

VETERANS

AmVets Post #1

Veterans Inc.

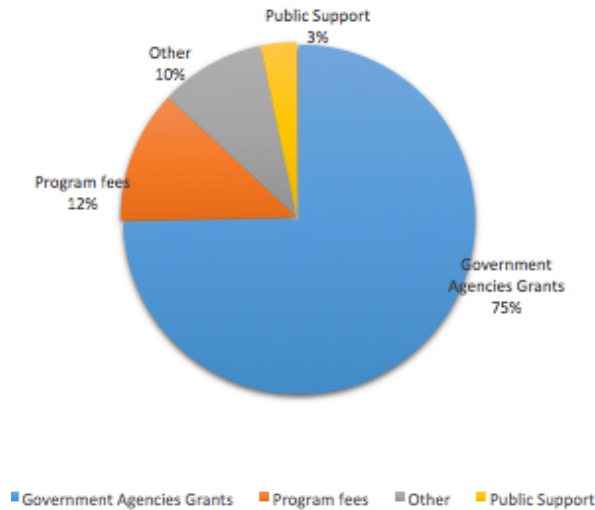
Rotary Clubs of South
Portland, Cape Elizabeth,
Biddeford and Saco

YOUNG@HEART Northeast Hearing and Speech

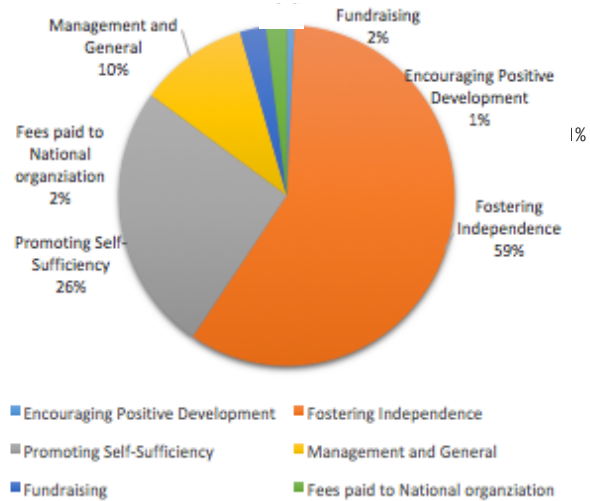
We couldn't do what we do without you.

2014 Financial Overview

Sources of Revenue



Categories of Expense



Volunteers of America Northern New England, Inc. and Related Organizations Consolidated Statement of Financial Position and Activities

Assets

Cash and equivalents	\$731,451
Accounts and receivable	\$403,507
Other current assets	\$13,984
Prepaid Expenses	\$47,435
Total Current Assets	\$1,196,377

Net Fixed Assets	\$29,036,382
Other Assets	\$2,103,166

Total Assets \$32,335,925

Liabilities and Net Assets

Current Liabilities	\$1,699,840
Long-Term Liabilities	\$10,277,368
Total Liabilities	\$11,977,208
Unrestricted Net Assets	\$20,072,444
Permanently Restricted Net Assets	\$286,273
Total Net Assets	\$20,258,717
Total Liabilities and Net Assets	\$32,335,925

Revenue from Operations

Public Support	\$273,798
Government Agencies Grants	\$6,149,353
Program Fees	\$1,013,275
Other	\$797,347

Total Revenue from Operations \$8,233,773

Operating Expenses

Encouraging Positive Development	\$64,621
Fostering Independence	\$5,013,749
Promoting Self-sufficiency	\$2,179,693
Management and general	\$894,266
Fundraising	\$214,126
Fees paid to National Organization	\$171,156

Total Operating Expenses \$8,537,611



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