Feed. Shelter. Support. CARE.
MISSION STATEMENT

“To compassionately serve and strengthen individuals by empowering them to build healthy and happy lives.”

Our faith-based organization is guided by professional staff and committed volunteers who create strong families and thriving communities through progressive holistic programs by lending a hand up, not a hand out.

Volunteers of America is a national, nonprofit organization dedicated to helping those in need rebuild their lives and reach their full potential (est. 1896). Volunteers of America Northern Rockies was established in Sheridan, Wyoming in 1985.

Our programs help people move from instability to living full and productive lives. Our outcomes continually demonstrate the amazing potential in all people.

10,408 Individuals served last year
A LETTER FROM OUR CEO

JEFF HOLSINGER - CHIEF EXECUTIVE OFFICER

Last year Volunteers of America Northern Rockies served 10,408 people in need of food, shelter, support and spiritual care. We are a catalyst for transformational change through our exceptional residential and outreach programs.

Our Christ-centered ministry serves all people regardless of faith or background and works tirelessly to connect them to their community for ongoing support. For some, the “hand up” we offer is the beginning of renewed trust, dignity and hope. Our staff and volunteers forge special relationships with our clients to assist them in the heavy lifting required for lasting change. This report highlights many of last year’s successes, including an astonishing 80% successful completion rate in our adult residential treatment programs. That number jumps up even higher, to 93%, for those individuals who choose to engage in the Christian Enhancement Program (CEP), one of three spiritual options for people in treatment.

This report shares an amazing success story involving Camp POSTCARD. You will read about Madison, a 5th-grade camper who returned several years later as a junior mentor, and again in 2019 as a counselor. This story is one of many that demonstrates how Camp has impacted vulnerable youth in our region beyond our wildest dreams. Camp POSTCARD is entering its seventeenth year, taking place in Montana, Wyoming, and South Dakota, and is completely donor-funded. I want to thank every individual, business, and foundation who makes Camp possible. Your support has helped change the lives of thousands of 5th and 6th-grade children.

For the last two years, we have engaged in bringing forward a greater understanding of Servant Leadership throughout our affiliate. With the help of Pastor Serve, a national ministry focused on elevating thought leaders, we embarked on a path to bring higher learning forward on how we can become Servant Leaders for each other and those we serve. It is part of an ongoing effort to enhance our organizational culture. Four years ago we began our journey to create an intentional organizational culture through a bottom-up approach where we identified, defined and integrated five core values: Excellence, Compassion, Integrity, Communication, and Respect.

Volunteers of America is grateful to be in the LOVE business of serving the least of our brothers and sisters along with a deep desire to be accountable for their success. The outcomes identified in this report represent an organization willing to be accountable for serving the most challenging populations. You will find these results to be some of the best both regionally as well as nationally. I want to close by thanking each of you for your generosity, support and commitment to our mission. We are honored to have you on the VOA team.

God Bless You,
It is with a full heart that I said goodbye to being Chair of the Board of Volunteers of America Northern Rockies (VOA) at the end of fiscal year 2019. To say it has been an honor to serve this great organization is an understatement.

The privilege of working with the fabulous volunteers and staff at VOA is heartfelt. They consistently give unconditionally of their time, talent and dedication to restore hope and dignity to those we serve. Whether volunteering at one of our programs, attending community events, or donating resources, the impact they make on the lives of others is invaluable.

Volunteers of America served 3,075 Veterans in need of stable housing and employment. As a board, we complete annual audits of our programs to ensure this same level of care exists across all of our services, from homeless youth to low-income senior citizens.

Not only is our staff generous with their time, but they go above and beyond to give financially. 108 staff members contributed $31,548.98 to the mission of Volunteers of America this year. This is no small feat and inspires the Board of Directors to match their passion by continuing to uphold 100% board giving. It is a unified commitment to the efforts of VOA to help others.

Last year represented a milestone in our service delivery, as well as our growth. The board and staff worked together to close out our previous strategic plan and begin the creation of a new strategic plan for the next three years. This plan is focused on serving even more of our neighbors in need. Leading with integrity, both inside and outside the organization is integral to its success. In fiscal year 2019 we welcomed the addition of a Chief Development Officer who will allow the organization to broaden its impact across the region by diversifying our funding sources.

These pieces are crucial but hold little value without you, the people who allow us to do good work. On behalf of the Board of Directors I thank you, and we pray for your support going forward. Your generosity paves the way for the physical, emotional and spiritual transformation of those in need. You champion those we serve with your time, your talent and your resources.

You all know from my tenure as Board Chair that my core value, inherited from living in the West, is neighbor helping neighbor. VOA continues to serve with this attitude, and it’s been a great year.

Your neighbor,
Ten years ago, Nick fell into addiction and despite his best efforts he could not make his way back to the “Chanku Luta” or “Red Road.” Then he found out his tribe was going to support his stay at The Life House. He had seen the brochure for Volunteers of America’s men’s residential treatment program. What caught his eye was the Native American Cultural Enhancement Program (NACEP) that, with nature and wildlife surrounding the facility, would make it feel “just like home.”

We didn’t create the Native American Cultural Enhancement Program by chance. Only with considerable investment has Volunteers of America been able to develop and maintain the program. NACEP is White Bison Certified at both The Life House (men’s) and The Gathering Place (women’s) residential treatment centers.

Individuals, like Nick, who choose to commit to the program, participate in up to 15 hours per week of Native American cultural enhancement focused groups and activities, including a therapeutic Sweat Lodge, morning and evening prayer, spiritual reflection, and smudging all designed to help find a balanced sober life on the Red Road.

Nick explained that the Red Road is, “what we are doing here, sobriety, the road leads you to recovery, a better life, a future without alcohol or drugs.”

“I hadn't been to a sweat in years, and I longed to get back to my traditional ways, but it’s really hard to do those things when you are drinking or on drugs,” Nick shared, “this place brought me back to my Native ways.”

Nick began singing at daily prayers and smudgings. Soon his passion for teaching and sharing led him to invite others to join the smudging and prayers or “Wóčhekiya.” “Come smudge with us” he would say, “it doesn't matter if you are Native, white, or black. Come join us, we are all praying, it heals your spirit and your loved ones, we pray for everyone.”

When it came time to share his life story, he knew it needed to include a dance. “I have been dancing my entire life, since I was two,” but in his 10-year addiction he lost his way and with that his connection to the traditional ways. But, “The Life House brought my spirit back, it helped me onto the Red Road and brought me the skills to stay on the path.”

This dance is a celebration of his life story, “because dancing has always been a part of me and now it is again.” Nick shared the day before he successfully graduated from the program.

“This place will save your life, it brings your spirituality back and when you leave this place you will be teaching others about life on the Red Road.”
In 2010, Madison was finishing up fifth grade in Natrona County, when Michael Scott, her DARE officer, presented her the opportunity to attend Camp POSTCARD. To the 11 year-old Madison, Camp seemed like a cool way to start her summer, but it proved to be a transformational moment in her life.

Madison came to camp with a small group of kids from her school. “We struggled, but we got along, and in the end we came away with a few third place ribbons and great memories,” Madison reminisced. Even today “I’m friends with a few of the kids from camp,” she added.

She loved the leadership aspect of Camp POSTCARD (Peace Officers Striving To Create And Reinforce Dreams) and the sense of team, but something unexpected happened. “Camp completely changed my work ethic,” Madison shared. “I wouldn’t have had the opportunities I’ve had in life without Camp. It changed how I work on a team, taught me to speak up for myself, and it helped me learn how to communicate with people.”

In 2013, Madison was a freshman in High School, doing well and respected as a leader in her class. That is when she was asked to come back to Camp POSTCARD as a junior mentor. The experience was a bit scary for her initially as there was only a three-year age gap between her and the campers. Madison took a while to find the footing between being too friendly with the new campers and supporting the efforts of officers.

Madison came back as a junior mentor twice more and continued to learn what it meant to lead others. She established a confidence with the officers that she could help the campers in a meaningful way by sharing her experiences and encouraging them with their efforts.

After graduating college in 2019, Madison contacted officer Michael Scott, her former camp counselor, to catch up. She was surprised to learn that her mentor needed a female counselor and asked her if she would be interested. A flood of memories from the past nine years filled her mind, and before she could even think about it, she said “yes.”

Madison’s love for children and her rich camp experiences served her well as a counselor. She is the first youth out of the thousands who have attended Camp over the years to return as a counselor. “I absolutely loved my time as a counselor, but being a counselor was completely different than being a junior mentor,” Madison explained. “It is emotionally exhausting, much more than I thought it would be.” As a counselor, Madison learned to let the campers figure things out with soft encouragement from her. “It was so great to see them grow, and I was able to see it so differently than I ever had as a junior mentor,” Madison shared.

Camp POSTCARD offers youth unique life experiences in the hands of loving, caring and strong adult mentors. Madison described Camp as “an incredible way to connect kids and cops, and to teach the campers that there is always somebody out there to help you and protect you, no matter what.”
“All I do is show up and offer the love of Christ, with plenty of grace,” is how Volunteers of America Commissioned Minister Louann Weber explained her role in the Faith Coach Program.

Director of Ministry & Outreach Nick Angeloff explained that the Faith Coach Program has 13 coaches with four in training. Patients enrolled in Christian Enhancement Program (CEP) receive four weeks of spiritual support and mentorship to assist them in their spiritual renewal and transformation within the “12 Step” program. Coaches use their faith, personal experience and a willingness to listen when working to provide those battling addiction Biblical guidance.

Our holistically and spiritually integrated programs allow individuals and families opportunities to live fully in a life of sobriety. Our residential treatment programs have a successful program completion rate of 80%, which is the highest in the region and one of the highest in the country. Clients who choose to participate in the CEP experience a 93% successful program completion rate. Only through God’s love and grace can such success be achieved, especially when you consider the national average for treatment completion hovers around 50%

Dr. Anita Schamber, a faith coach and Volunteers of America Ordained Minister who has decades of experience working with spiritually broken individuals, shared, “The best thing I can do is listen, without judgment, and reflect the love of God into their lives … I’m reminded of Isaiah 61:1 (MSG) ‘The Spirit of God, the Master, is on me … He sent me to preach good news to the poor, heal the heartbroken, announce freedom to all captives, pardon all prisoners. God sent me to announce the year of his grace,’ that grace is what I try to share with the clients I mentor.”

Faith coach volunteers have served this last year as a catalyst for changing lives, a source of encouragement to the broken and an inspiration of hope to many. The book of Solomon describes relational impact of two people as “iron sharpens iron, just as one man sharpens another”. 

84 Participated in the Christian Enhancement Program

“Being a part of the new walk in Christ for those we serve during Baptism is one of my favorite parts of the ministry.”

Louann, Commissioned Minister
The 2019 fiscal year continued to focus upon stability and excellence within our programs.

Revenue for the year of approximately $20 million includes $1.8 million from four low income senior housing programs that are contained within our National office’s portfolio. The affiliate provided approximately $18 million in services across three states and was entrusted with $1.44 million in cash and in-kind contributions. Contracts and grants totaling $14 million and program service fees of $2.1 million ensure that we have maximum impact across our chartered territory.

Personnel expenses for our 202 dedicated employees represent 57% of the total expenses for the year and continues to align perfectly with trends of comparable human service organizations. All expenses are closely monitored to ensure good stewardship over the funds entrusted to us.

Eighty-eight cents of every dollar go directly into programming and client care for the 10,408 clients served this year.

Our annual independent audit is conducted by Plante & Moran, PLLC. A copy of the annual audit is posted on our website.

On behalf of the Finance Committee and the Board of Directors, please accept our gratitude for your continued support of the work we do with those in need. We can’t imagine doing anything else.

Sincerely,

John Muecke
Board Treasurer

$1.44 Million in Cash & In-kind Donations

10,408
Individuals served

100% OF OUR COSTS SUPPORT OUR MISSION

202
Employees
Cumulative cash donations received between July 1, 2018 and June 30, 2019
Volunteers of America Northern Rockies has endeavored to account for and acknowledge every financial gift. We apologize in advance for any errors or omissions.

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271 Kids Attended Camp POSTCARD
Two years ago, Zack Cummins, owner of Concept Z Home and Realty, read the Bob Burg and John David Mann book, The Go-Giver, about expanding business dreams by focusing on giving, not getting. Zack became a Go-Giver and now, with each real estate sale, a portion of the sale goes into a giving fund. When the amount reaches a certain level, the funds are given to a charity in the name of one of the agents at Concept Z.

Zack and his team at Concept Z, transformed their business model thereby transforming the lives of many people around the world. For this reason, VOA chose Zack and his team as our Outstanding Community Partner of the year.

Zack and Concept Z have made a huge impact in the world. And this year, they made an enormous impact on the people we serve at VOA. Thank you Zack and Concept Z, your generosity changes lives.
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Wells Fargo Foundation
Charles & Penny Whiston
Wind River Hotel & Casino
Women of St. Peter’s
Rick & Kathy Woods
Yellowstone County Treasurer
Wallace & Christie Yovetich

499 In residence each night

2,711 Families Helped at Mommy’s Closet

Lifetime Donors includes cash and/or in-kind contributions through June 30, 2019

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