



**NORTHERN
NEW ENGLAND**



FY2019 ANNUAL REPORT

Letter from the CEO

To Our Friends and Allies in Northern New England:

Your help contributes to the development of safe and loving homes, and we are grateful for your continued friendship! Because of your support, Volunteers of America Northern New England is proud to house nearly 600 older citizens, veterans, and persons with disabilities each year in high quality affordable housing. These communities enrich the lives of our residents and contribute to vibrant communities across Maine and New Hampshire.



Our newest community for U.S. Veterans and their families, Cabin in the Woods, offers supportive housing to address homelessness and was recognized by the Maine Affordable Housing Coalition during their annual conference this year. Veteran, Tim Buckmore, is a resident at Cabin in the Woods and was given the honor to present the Elizabeth H. Mitchell Award to Maine Representative Jared Golden (now Congressman Jared Golden)! Tim introduced himself, and said if it wasn't for people like Jared, working towards providing social services and housing for the state of Maine, then he wouldn't have a home. When Tim welcomed Jared to the stage, Tim went to shake Jared's hand. Instead, Jared said to him, "No, give me a hug." It was a sign of true respect and admiration to Tim and all our U.S. Veterans, and Volunteers of America was honored to have played a part in highlighting the need for more affordable housing for U.S. Veterans and their families.

Your contribution to our agency also transforms lives. One of our most impactful programs is the Maine Coast Regional Reentry Center in Belfast. The reentry center supports men exiting jails and prisons to find full-time employment, secure housing, and access treatment. Evaluation of our reentry services show that the vast majority never return to incarceration! The MCRRC was fortunate this year to receive a \$20,000 grant to address addiction and the need for medication-assisted treatment. Access to treatment is critical to our efforts to reduce recidivism and help rebuild lives, and we can't wait to hear how this treatment will enable our program participants to achieve lasting stability.

With over 30 programs and over 250 employees, our continued growth in revenue during fiscal year 2019 is an indicator of the scope of our community services in New England, and a testament to the faith our supporters have in our mission to serve others. You are making a difference and bringing hope to others! Together we are meeting critical needs and restoring dignity. Thank you for your continued prayers and stewardship. Volunteers of America continues to outreach and uplift the most vulnerable, and we look forward to our progress moving forward!

Please, reach out to me if you have any questions or suggestions of how Volunteers of America may better serve our communities.

Sincerely,

PROGRAMS & SERVICES



BEHAVIORAL HEALTH

- 6 Behavioral Health Properties
- 62 residents served
- 6 are Intellectual and Developmental Disorder (IDD) clients



CHILDREN AND YOUTH SERVICES

- 168 Maine 5th & 6th graders went to Camp POSTCARD
- xxx Law Enforcement agents donating their time



CORRECTIONAL SERVICES

- 57 men were served in residential re-entry centers
- 109 men attended Batterers Intervention Programing



SENIOR SERVICES

- 12 Senior Housing Properties in Maine and New Hampshire
- 557 seniors provided with a warm meal



VETERANS

- 4 Veteran's Housing Properties
- 90 veterans that are no longer homeless

MORAL INJURY



In 2019, Volunteers of America began a focused effort to combat Moral Injury, a growing crisis that has received little support until now. Moral Injury is a term used to describe the mental anguish that results from doing something against your moral code. While Moral Injury was first identified in soldiers returning from combat, it is also experienced by a wide variety of people – mothers escaping from domestic abuse who may feel guilt over placing their children in dangerous situations, caregivers for loved ones with Alzheimer’s who feel they didn’t do enough for someone who needed them, those battling addiction who worry they have hurt or alienated friends and family.

Moral Injury often leads to self-harm. People turn to alcohol, drugs, self-isolation and even suicide to avoid the pain of their feelings. This internal struggle may leave some emotionally dead.

VOA is dedicated to raising awareness for Moral Injury as well as helping those affected to move beyond the emotional trauma so they can again lead healthy, productive lives.

125 YEARS STRONG

It all began in New York City, March 8, 1896. Since then, Volunteers of America has continued to serve those in need and today serves 1.5 million people annually.

To celebrate our 125th anniversary, in March 2021, we’re inviting our entire organization to join us in New York City. A homecoming that will bring us together to honor the past as we look toward the future.

#VOA125TH

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Revenue and Expenses

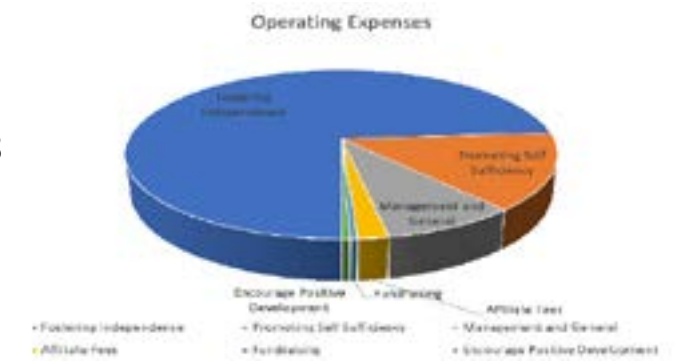
FY2019 Revenue

Program Service Fees - \$1,818,083
Grants & Government Support - \$10,693,493
Public Support - \$827,346
Other - \$972,589
Total - \$14,311,511



FY2019 Operating Expenses

Affiliate Fees - \$267,661
Fundraising - \$114,528
Encourage Positive Development - \$47,978
Management & General - \$1,352,343
Promoting Self Sufficiency - \$1,707,133
Fostering Independence - \$10,963,045
Total - \$12,718,156



Ways You Can Help

Give Now

Your donations make a difference in the lives of others. Please help Volunteers of America and serve New England communities and support our vision to expand housing and social services to our neighbors in need!

Support the Camp POSTCARD Endowment fund and ensure that Maine kids will continue to be able to go to Camp for free.

Give Later

Give to the Future: Make a Planned Gift

Your legacy can be shaped to support the causes you care about now while providing financial and estate savings.

If you would like to leave Volunteers of American Northern New England in your will, please contact (or have your attorney contact) Michael Coon at 207-373-1140 x214.

To Learn More:

Visit www.voanne.org/donate or call Michael Coon, Vice President of External Relations, at 207-373-1140 x214, or email him at michael.coon@voanne.org.