



Volunteers
of America®

NORTHERN
NEW ENGLAND



ANNUAL REPORT 2020

JULY 1, 2019 - JUNE 30, 2020

Letter from the CEO

Dear Friends of VOA Northern New England:

2020 will be remembered in history as the start of our global experience in surviving and navigating the COVID-19 pandemic. Every nation was touched and has stretched community nonprofit organizations to the limits in meeting critical programmatic responses. I am so proud of VOA's collective response to keep our residents and program participants safe, healthy, and engaged in community life. Despite all the hardship, this pandemic has showcased our dedication to meet our mission to uplift and improve the well-being of those we serve!

Your support and friendship have been crucial to our survival and continued growth. VOA's mission would not be obtainable if it were not for our donors and volunteers. Because of you, VOA Northern New England was able to expand housing and food security for those in our community during this year!



Before the pandemic struck in March 2020, VOA held several successful events. VOA held a second community training on Moral Injury in Maine, supporting community members who suffer with substance use disorders, mental health disabilities, and social isolation. Moral injury is related to the damage done to one's conscience or moral compass when someone perpetrates or witnesses actions that violate their moral beliefs, values, or ethical codes of conduct. Many veterans, first responders, and health care professionals can experience this level of trauma and harm and have it impact their personal and professional lives. VOA has been a leader in training the community to recognize this condition and offering support, which only became more acute for health care persons struggling to meet the demands of the COVID pandemic.

VOA also had opportunity to celebrate and brought together supporters in a disc golf fundraiser and our first Operation Brew & Que fundraiser in support of our housing programs for veterans experiencing homelessness. Representative Jared Golden visited VOA's Cabin in the Woods housing community for US service members and their families for a July 4th cook out, delivering a flag flown over the capitol building. As a Veteran, Rep. Golden ensured that our veteran residents knew that our elected officials had not forgotten about their sacrifice and service to our country.

This year has also seen protests and civil unrest that followed the killing of George Floyd. VOA has always been an advocate for those that are affected by the inequities in society. Wanting to contribute to efforts to address discrimination and inequities in our public systems, our affiliate donated funding to Maine's Permanent Commission on the Status of Racial, Indigenous, and Maine Tribal Populations to hire a full-time project coordinator. VOA wanted to show in concrete ways that we collectively have a duty to ensure fair treatment and full opportunity for all members of our community. As we continue to uphold our commitment to diversity within our organization, we wish to be a voice and light for those reforms needed to give all children an equal and fair start in life.

This year also witnessed VOA's 125th Anniversary! Few nonprofits have lasted in America longer than VOA, and this is due to the perseverance of our team members to address deep poverty and human fragility with faith, love, and hope. We are now focused on the future and are dedicating ourselves to the ending of veteran homelessness and the recovery of personal health and well-being through our spectrum of social services.

Inside this report, you will find out more about VOA's work and approach. I am proud of our team and the impact it has in creating community and more resilient lives for others.

We are grateful for your friendship and support! Thank you and may you and your loved ones continue to experience daily good health, joy, and love from God.

A handwritten signature in blue ink that reads "Richard A. Hooks Wayman". The signature is fluid and cursive, with a long horizontal flourish at the end.



BEHAVIORAL HEALTH

- 6 Behavioral Health Properties
- 59 residents served
- 8 are residents with an intellectual and Developmental Disorder (IDD)



CORRECTIONAL SERVICES

- 68 men were served in residential re-entry centers
- 50 now have stable housing
- 95 men attended Batterers Intervention Programing



SENIOR SERVICES

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



VETERANS

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



Operation: Brew & 'Que took place on October 3rd at Stars and Stripes Brewing Company in Freeport, Maine. The event sold out and we welcomed over 150 guests! There was live music performed by the Dapper Gents and food served up by Salty Dog BBQ and Catering. Thanks to your donations, \$6,325 was raised for Cabin in the Woods!



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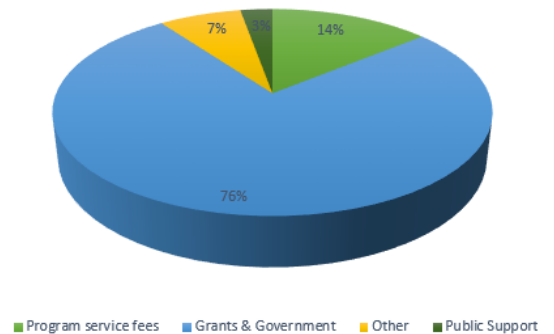
Carmen Dorsey
Opportunity Alliance

Revenue and Expenses

FY2020 Revenue

Program Service Fees - \$2,085,131
Grants & Government Support - \$11,257,550
Public Support - \$417,641
Other - \$1,075,078
Total - \$14,835,400

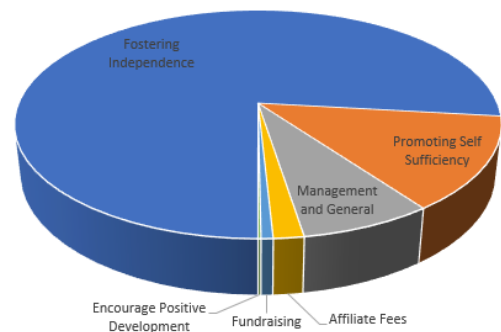
Revenue from Operations



FY2020 Operating Expenses

Affiliate Fees - \$251,050
Fundraising - \$98,034
Encourage Positive Development - \$24,051
Management & General - \$1,102,184
Promoting Self Sufficiency - \$1,949,218
Fostering Independence - \$11,353,494
Total - \$14,778,031

Operating Expenses



Ways You Can Help

Give Now

Your donations make a difference in the lives of others. Please help your communities and 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.