



VOA NORTHERN NEW ENGLAND

ANNUAL REPORT

July 1, 2022 - June 30, 2023

LETTER FROM THE CEO

VOA remains grateful to you for remaining steadfast allies. Because of you, veterans, older citizens living through poverty, persons with disabilities, youth, and individuals leaving incarceration are served and have daily needs met each day in our programs across Northern New England! Without our friends, we could not have expanded our affordable housing and health services during the past few years! Thank you for your willingness to stand up for others.

Three years on and the shadow of the global COVID pandemic continues to loom over social service organizations. While most people have moved on and pressed the memory aside, community-based health and social service organizations who witnessed the pandemic ravages on older and medically fragile neighbors, cannot forget how fragile life can be. VOA's mission has always addressed deep poverty and under-resourced communities and **we have come out of the pandemic focused on strengthening our core areas and launch new programs to meet community needs.**

VOA Northern New England remains committed to bringing people home through our strong network of affordable housing, homeless services, and residential treatment homes. Coupled with another core service division, Community Justice and Prison Reentry, VOA continues to provide high quality housing and community engagement social supports in Maine and New Hampshire. We are excited to have preserved affordable housing in Maine, during a time in which housing pricing and rents remain unreachable for too many.

VOA was awarded a federal HUD grant and a local Kennebec County award this past year to begin planning the construction of a new supportive housing program to address homelessness in the Capital Region! We opened a new residential treatment home in Bangor, and continued to serve men leading sober lives in our recovery housing program in Scarborough. This was the year that we expanded to offer housing and wrap around care for youth experiencing homelessness. The unique strength of VOA is the broad array of social issues we tackle through high quality housing, health care, and a professional social support team that helps to reclaim lives.

As we look to the future, we are focused on addressing both the housing and homelessness crisis gripping New England (doing all we can to 'bring New England home') and ensuring that families caring for loved ones with mental, intellectual, or substance use disabilities are able to lead lives away from hospitals and institutions and find opportunities to reach their full potential. Our supporters and donors make our mission possible!

VOA will be there for our communities in the years ahead, just as our ministry of love has been sustained since our founding in 1896! Please, take a moment to learn more about us in the following pages, contact us for more information or come visit one of our community service centers or residential programs. We want everyone to know about our good work to uplift others!

Sincerely,



Rich Hooks Wayman

HELPING THOSE IN NEED



Alan is a humble Army veteran who rarely asked for much. After numerous attempts to acquire a simple folding chair, small camping stove for the tent in which he lived, and support navigating his military benefits, he found VOA.

Like most veterans, Alan struggled with his mental health and anger management but tries to remain positive. Ready to move forward and improve his quality of life, he visited a veteran's organization in Lewiston to learn about the programs for which he qualified. Unfortunately, and for many veterans, Alan left feeling confused and unable to navigate the system. He eventually reached out to VOA for assistance.

Our staff discussed the programs available to him and scheduled a meeting to complete the necessary applications for enrollment. Alan was extremely grateful, calling it a positive experience. He felt heard, respected, and supported by a team committed to helping him move forward in life.



Veteran Services

- Over \$130,000 in monetary and in-kind donations designated to keeping veterans housed and supported
- Nearly 100 veterans receiving direct services
- An additional 200 veterans connected with support programs



Affordable Housing

- Nearly 20 affordable housing properties; Older adults, veterans, workforce housing, group homes
- Approximately 800 people protected from homelessness
- About 17 in-house food pantries, ensuring the health of residents



Behavioral Health and Disability Services

- 7 facilities dedicated to serving Mainers with behavioral, mental, and physical disabilities
- Over 50 individuals achieved personal goals
- Focus on upgrades to improve and expand services



Recovery Services

- Over 20 individuals provided sobriety management and support
- Reinvestment into program and facility to expand services
- Reconnecting families, rebuilding lives, and restoring hope



Camp POSTCARD

- \$113,000 invested in Maine's youth
- Over 90 Maine 5th & 6th graders given a week of fun and mentorship
- 70 first responders who volunteer as camp counselors
- Nearly 100 kids introduced to new experiences



Youth & Young Adults

- Program expansion to cover southern and midcoast Maine
- Nearly 15 young adults in Maine supported with housing
- More than 10 young adults connected with case management and support services

Christmas arrived early at Cabin in the Woods in 2022! The Manchester Maine Lions Club donated a large storage shed to CITW.



Texas Roadhouse donated meals for all of the residents at Cabin in the Woods for Veteran's Day!

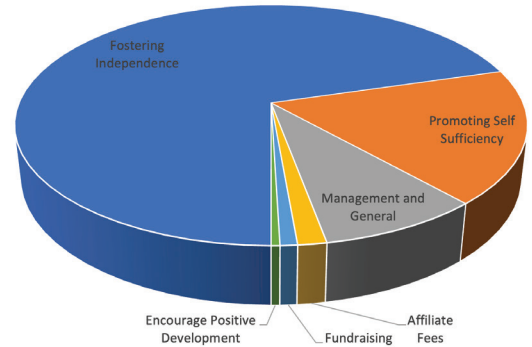
Donations like these show how much a community can make a difference!

FINANCIAL SUMMARY

JULY 1, 2022 TO JUNE 30, 2023

Operating Expenses

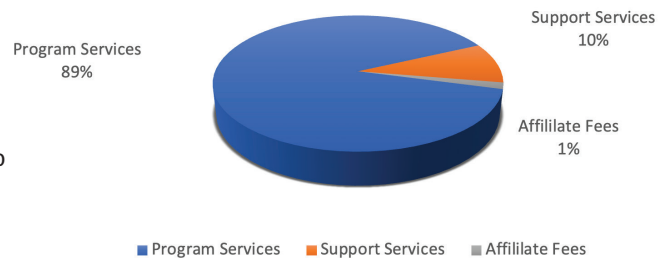
Fostering Independence	\$13,127,299	70%
Promoting Self Sufficiency	\$3,358,001	18%
Management and General	\$1,616,437	9%
Affiliate Fees	\$285,001	2%
Fundraising	\$170,090	1%
Encourage Positive Development	\$85,557	0%
Total	\$18,642,385	100%



Operating Expenses by Service

Program Services	\$16,570,857	89%
Support Services	\$1,786,527	10%
Affiliate Fees	\$285,001	2%
Total	\$18,642,385	100%

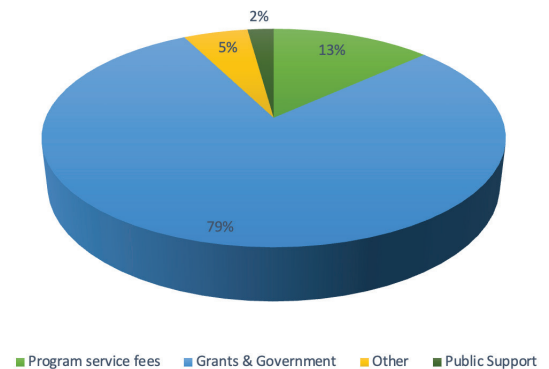
Operating Expenses by Service



Revenue from Operations

Program service fees	2,407,654	13%
Grants & Government	14,328,070	79%
Other	973,020	5%
Public Support	393,578	2%
Total	18,102,322	100%

Revenue from Operations



BOARD MEMBERS

Malissa Blessington
Awa Conteh
Gail Evans
Eric French

Sarah Higgins
Colleen Ippolito
Robert Johnson
Brad MacDonlad

Monique Mutumwinka
Courtney Pladsen
Carol Rico
Ludmila Tutunaru