



# 2024

## IMPACT REPORT

July 1, 2023 - June 30, 2024

# Letter from the CEO

To VOA's Community of Supporters and Allies:

Our legacy of compassionate care continues! Thanks to your support, Volunteers of America Northern New England (VOA) continues to reach over a thousand community members with basic needs and loving care. With this annual report, VOA's Board of Directors, and team of over 250 professionals, share our impact on communities in Northern New England. Your gifts enable VOA to support our community's lowest income neighbors through high quality housing, treatment, and social supports!

I am proud of our work to create a broad spectrum of resources to meet people in their homes and communities. VOA continues to be one of our region's highest quality providers of affordable housing, homeless services, mental health residential services, and recovery housing. We know that Northern New England is facing a tremendous shortage of housing, and rents continue to outstretch budgets. Through your support and prayers, VOA can create loving homes for others. Your legacy of bringing people home has never been more important.

I am also heartened by our ministry of support for those in recovery and individuals exiting jails and prisons. Public safety is improved, and the chance of reoffending is decreased because of the wrap around services we offer to our community justice program participants. Our team has worked hard to create a collaborative approach with law enforcement, healthcare, and social service providers to create a new community space in Belfast, Maine that will serve as a center for community building and transformed lives. We hope you will ask for tour if you are ever in the Mid-Coast.

However, we couldn't do our mission of services without our friends and public funders. Thank you for allowing VOA an opportunity to create services that lift people out of poverty and help to end homelessness. VOA prides itself on our impact across the region and looks forward to partnering with new communities to address the housing and health care crisis facing so many families, older adults, and veterans.

I hope you will reach out to me if you ever wish to tour one of our facilities or if you have suggestions on how we can reach more people! VOA remains dedicated to our mission to outreach and uplift others, and we are grateful for your prayers and gifts.

May this year bring our communities safety and peace in the days ahead and may our VOA programs continue to impact the health and wellbeing of those we serve.

Sincerely,

*Richard A. Hooks Wayman*



**~ 1,200**  
people served

at **25**  
Total Programs

in **16**  
Cities

across **8**  
Counties

with **250+**  
Servant Leaders



**VOA**  
Northern  
New England

# Programs Across Maine & New Hampshire

## Older Adult Services

- 11 affordable Older Adult Housing Communities in Maine and New Hampshire
- Country Villa Retirement Inn

## Youth & Family Services

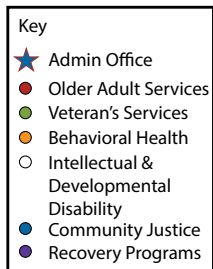
- Camp POSTCARD
- Youth Homelessness Demonstration Program

## Veterans Services

- Arthur B. Huot House
- Veterans Career House
- Cabin in the Woods

## Behavioral Health

- Beach Street Residence
- Intensive Residential Treatment (North & South)
- Sawyer Street Residence
- Sea Haven at Harbor Place
- West Side Place



## Intellectual & Developmental Disabilities

- Parish House
- Treasure House at Harbor Place

## Community Justice

- Maine Coastal Regional Reentry Center

## Recovery Programs

- Twilight Drive Recovery House

## Our Ministry

- Regional interfaith and individual outreach and education
- Disaster and emergency on-call services, devotionals and prayers

# About VOA Northern New England

Since 1992, VOA Northern New England has been “The Place to Turn” for Maine and New Hampshire’s most vulnerable individuals. As part of a national organization started in 1896, VOA continues to, in the words of our founders, “go wherever we are needed, and do whatever comes to hand.”

At VOA Northern New England we serve the people of Maine, New Hampshire and Vermont with the promise to reach out and uplift the human condition and provide opportunity for individual and community involvement.

VOA supports and empowers Northern New England’s most vulnerable groups, including youth, older adults, men and women returning from the criminal justice system, homeless individuals and families, people with disabilities, veterans and those recovering from addictions. VOA is proud to be the largest provider of affordable housing in the country.

Together, we continue to make a lasting contribution to the quality of life in Northern New England.



# Programs and Services

- Affordable Housing
- Behavioral Health Services
- Community Justice
- Camp POSTCARD
- Intellectual & Developmental Disabilities
- Recovery Services
- Youth & Young Adult Services
- Veteran Services

## A look at some of our populations served



**Veterans**

84 veterans given  
a roof over their  
heads.



**Older Adults**

482 older adults  
provided with a safe  
and secure home.



**Justice-Involved**

420 people given  
a second chance.



# Meet Jodi & Sean

Jodi and Sean who currently reside at the Arthur B. Huot House, the only transitional housing for female veterans in the State of Maine.

Jodi has been in our program for several months and through the support of the program she was able to finish her classes and graduate college with a degree in accounting. She has been actively looking for employment and has job interviews scheduled!

Sean has only been with us for a few months but has been able to get the necessary medical treatment he has needed to improve his overall health.

Sean and Jodi are thankful for the opportunity to reside at Huot House while working towards stable, affordable, permanent housing.



# Six Ways You Can Make A Difference

**1**

Make a donation via our website or send a check to our mailing address

**2**

Secure your legacy through a bequest

**3**

Sign up to participate in a fundraising event

**4**

Donate a car, truck, or boat

**5**

Volunteer your time and talent

**6**

Corporate volunteer opportunities





# The Impact of Your Donation Can:



**\$25**

feed your neighbor and  
nourish them with hope



**\$75**

provide bedding and linens  
for a veteran who is no longer  
homeless



**\$125**

provide a Maine child with  
all they need for a successful  
week at Camp POSTCARD



**\$250**

support vital behavioral  
and mental health services



**\$1,500**

stock a food pantry at  
a property for older  
adults



**\$4,000**

furnish a one-bedroom  
unit for a resident in our  
Young Adult Rehousing  
program

# Finding A New Home

In November, VOA Northern New England began moving into their new location at 147 Waldo Avenue in Belfast. Project Connect provides diversion from incarceration and post release services to those reentering the community after a period of incarceration. Project Connect services will continued to be offered at the new location as well as embedding a recovery center into the new location.

Thank you to our community partners for stopping by throughout the week and bringing great energy to the space already!

Waldo County Sheriff's Office,  
Belfast Creative Coalition dba Artivism in Maine,  
Art in Action,  
Project HIIT - Helping Incarcerated Individuals Transition, and  
Beyond Bars.

There was even an impromptu group sharing circle with Maine Coastal Regional Reentry residents who have been helping with the move.



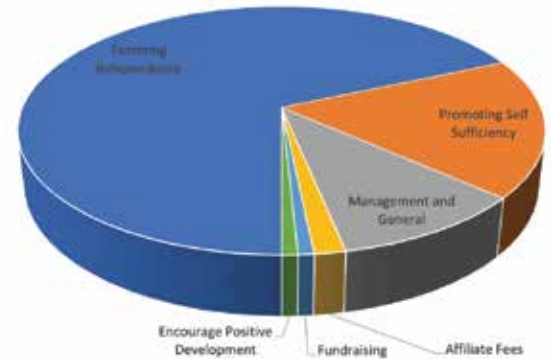
# Financial Summary

## July 1, 2023 to June 30, 2024

### Operating Expenses

Fostering Independence	\$14,145,088	68%
Promoting Self Sufficiency	\$3,744,543	18%
Management and General	\$2,111,089	10%
Affiliate Fees	\$334,221	2%
Fundraising	\$167,202	1%
Encourage Positive Development	\$170,342	1%
<b>Total</b>	<b>\$20,672,485</b>	<b>100%</b>

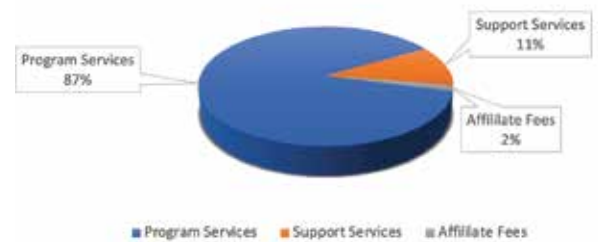
Operating Expenses



### Operating Expenses by Service

Program Services	\$18,059,973	87%
Support Services	\$2,278,291	11%
Affiliate Fees	\$334,221	2%
<b>Total</b>	<b>\$20,672,485</b>	<b>100%</b>

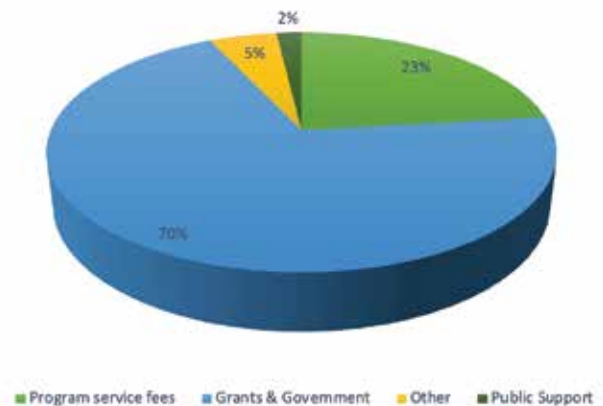
Operating Expenses by Service



### Revenue from Operations

Program service fees	4,802,967	23%
Grants & Government	14,470,544	70%
Other	1,058,324	5%
Public Support	393,193	2%
<b>Total</b>	<b>20,725,028</b>	<b>100%</b>

Revenue from Operations



## BOARD MEMBERS

Jamie Broder  
Awa Conteh  
Forest Curtis  
Eric French

Sarah Higgins  
Brad MacDonald  
Monique Mutumwinka  
Courtney Pladsen

Carol Rico  
Darrin Stairs  
Sarah Sturtevant  
Ludmila Tutunaru

