



2025 IMPACT REPORT

July 1, 2024 - June 30, 2025

Letter from the CEO

Together, we are making a meaningful difference in the lives of New England communities! This annual report reflects the dedication of our supporters who make it possible for VOA Northern New England to provide housing and social supports to more than 1,400 residents across Maine and New Hampshire. Your commitment allows us to advance our mission of delivering high-quality community programs to people navigating significant life challenges.

This past year brought notable change and uncertainty. Shifts in the federal landscape for healthcare, housing, and social services required organizations like ours to adapt quickly and thoughtfully. Ongoing discussions about Medicaid, affordable housing, and homeless services underscore the need for careful planning as we look ahead to 2026 and beyond. At the same time, many families and individuals in our region continue to face rising costs and increasing difficulty meeting basic needs.

Demand for VOA's services remains strong. In Maine alone, more than 100,000 older adult households are burdened by housing costs, and our housing waiting lists continue to grow. Last year, over 5,000 people experienced homelessness statewide. Youth and adults living with mental health disabilities still encounter barriers to accessing stable, community-based residential care. These realities reinforce why our work matters now more than ever.

However, your support offers us a life jacket among these choppy seas! The stories shared in this Annual Report demonstrate what is possible together. VOA's long-standing record as a provider of affordable and supportive housing for older adults, veterans, and people with disabilities reflects both innovation and compassion. VOA remains one of the few nonprofits in New England that is able to coordinate housing, treatment, and social supports to a diverse array of communities. Your support makes these outcomes possible and sustains the quality of care we deliver every day.

VOA is well-positioned to move forward and adapt to rapid changes seen in our country. With more than 130 years of service, we draw strength from our faith, our experience, and our partnerships. Our commitment to compassionate care and operational excellence provides a stable foundation as we plan for the future.

Thank you for standing with us! We welcome your ideas, engagement, and partnership as we work to expand our capacity and impact. It is an honor to serve the communities of Maine and New Hampshire, and we are confident that—with your support—VOA will continue to do so for many years to come.

Sincerely,



President & CEO, VOA Northern New England
rich.hookswayman@voanne.org



~ 1,460
people served

at 28
Total Programs

in 16
Cities

across 9
Counties

with 250+
Servant Leaders



VOA
Northern
New England

Programs Across Maine & New Hampshire

VOA Northern New England touches the lives of thousands of people in Maine and New Hampshire with more than 30 evidence-based programs.

Affordable Housing

- 11 Housing Communities in Maine and New Hampshire for Older Adults

Youth & Family Services

- Camp POSTCARD (Statewide)

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 A & B

Intellectual & Developmental Disabilities

- Parish House
- Treasure House at Harbor Place

Community Justice

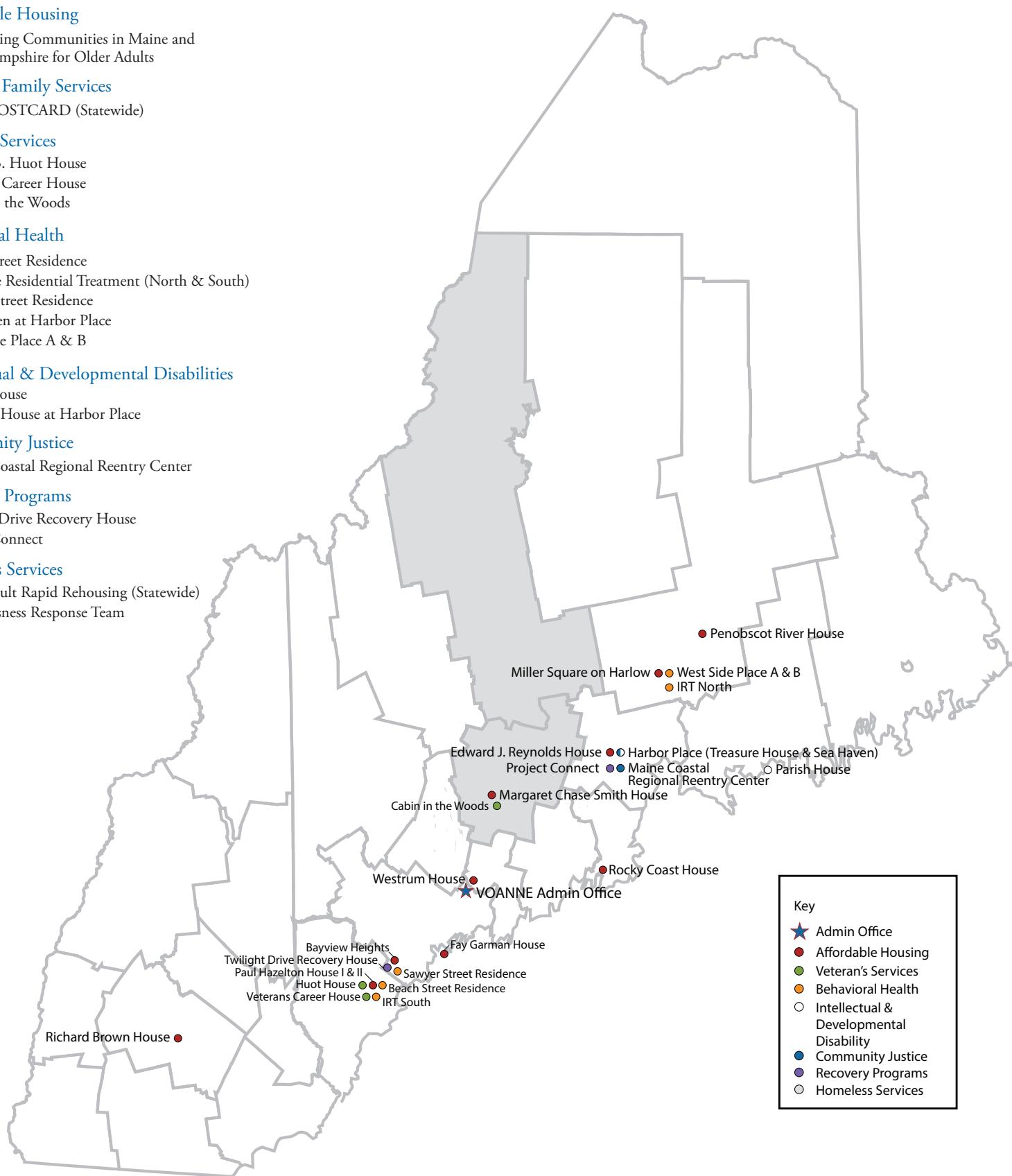
- Maine Coastal Regional Reentry Center

Recovery Programs

- Twilight Drive Recovery House
- Project Connect

Homeless Services

- Youth Adult Rapid Rehousing (Statewide)
- Homelessness Response Team



About VOA Northern New England

Since 1992, VOA Northern New England has been a trusted lifeline—The Place to Turn—for individuals and families across Maine and New Hampshire who need support the most. As part of a national organization founded in 1896, we remain guided by our founders' enduring call to action: to "go wherever we are needed, and do whatever comes to hand."

Today, VOA Northern New England proudly serves communities throughout Maine, New Hampshire, and Vermont, driven by a commitment to uplift the human condition and create meaningful opportunities for individual growth and community engagement.

Our programs support and empower Northern New England's most vulnerable populations, including youth, older adults, men and women reentering society after involvement with the criminal justice system, individuals and families experiencing homelessness, people with disabilities, veterans, and those on the path to recovery from addiction. We are also proud to be the nation's largest provider of affordable housing, offering stability and hope to thousands each year.

Together—with our partners, supporters, and community members—we continue to make a lasting, positive impact on the quality of life across 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



Older Adults



Justice-Involved

124 veterans given
a roof over their
heads.

494 older adults
provided with a safe
and secure home.

628 people given
a second chance.

A Tradition of Care, Led by One Resident's Heart



Three years ago, Westrum House resident, Rachel saw a need that many quietly carry: neighbors worrying about how to stretch groceries just a little further. Instead of letting that concern linger, she took action. Rachel reached out to Hannaford and the Topsham Police Department. And with determination, warmth, and a belief in her community, she began what has now become a cherished annual tradition.

This year marked the third consecutive year of Rachel's resident-led food drive—and the impact was nothing short of remarkable.

Thanks to the combined generosity of donors, community partners, and neighbors, food donations filled three Topsham police cruisers from bumper to bumper. Officers arrived not just in uniform, but as partners—helping deliver bags of food that would soon stock pantries and ease worries for dozens of residents.

Even more powerful was the financial support. \$2,000 in cash donations were raised and transformed directly into grocery gift cards for residents. These gift cards offered something invaluable: choice, dignity, and relief.

As we look ahead, Rachel is already thinking about next year. Because when people come together, this community grows stronger—not just in resources, but in hope.

We invite you to continue being part of this story. Your next gift will help sustain these resident-led efforts and ensure that traditions like this one don't just continue—but grow.

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



Pledge Your Kindness!

The Impact of Your Donation Can:



\$25

keep those in need warm
with new hats and mittens



\$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
health and Daily Living
Support services



\$1,500

stock a food pantry at
a residence for older
adults



\$4,000

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

More Than Four Walls

At Volunteers of America, we know that housing is more than four walls—it is the foundation of safety, dignity, and hope. When one longtime senior resident began to struggle quietly behind her apartment door, the risk of losing that foundation became very real. A health decline and untreated mental health challenges

had left her overwhelmed and isolated. Her apartment had fallen into disrepair, critical benefits had lapsed, meals had stopped coming, and eviction loomed. Without compassionate intervention, she was at risk of losing not just her home, but her stability and sense of belonging.

Because of VOA's mission-driven, onsite support model, this story did not end in displacement. Our team came together—property management, maintenance, and a dedicated Resident Service Coordinator—to respond not with punishment, but with care. Step by step, her safety net was rebuilt. Healthcare coverage was restored. Nutritious meals returned. Medical and mental health services were reconnected. Emergency grant funding made it possible to restore her apartment to a safe, livable condition—eliminating the threat of eviction and allowing her to remain at home.

Today, she is still there—healthier, supported, and no longer alone. This is eviction prevention as compassion in action. It is what happens when housing is paired with human connection, expertise, and community partnership. And it is only possible because of supporters like you. Your generosity allows Volunteers of America to step in during moments of crisis, preserve homes, and protect the dignity of the seniors we serve. Together, we are not just preventing evictions—we are sustaining lives.



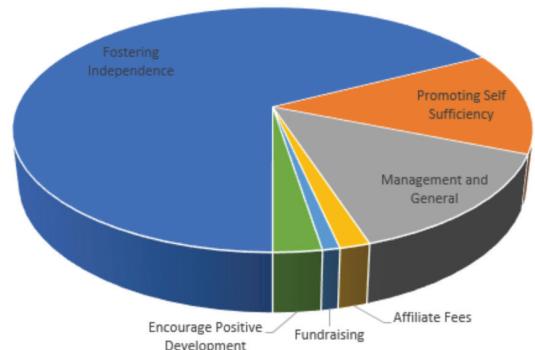
Financial Summary

July 1, 2024 to June 30, 2025

Operating Expenses

Fostering Independence	\$14,436,302	67.4%
Promoting Self Sufficiency	\$2,917,576	13.64%
Management and General	\$2,962,773	13.85%
Affiliate Fees	\$340,494	1.59%
Fundraising	\$195,764	0.91%
Encourage Positive Development	\$543,319	2.54%
Total	\$21,396,228	100%

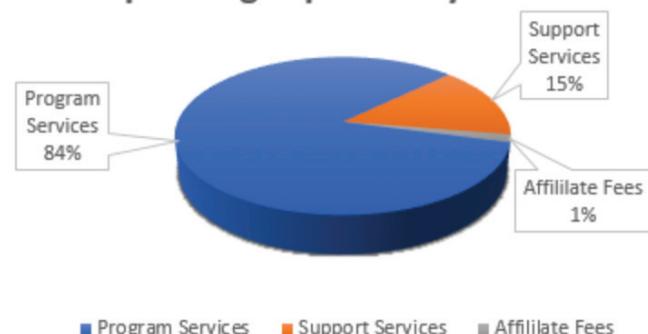
Operating Expenses



Operating Expenses by Service

Program Services	\$18,059,973	83.65%
Support Services	\$2,278,291	14.76%
Affiliate Fees	\$334,221	1.59%
Total	\$20,672,485	100%

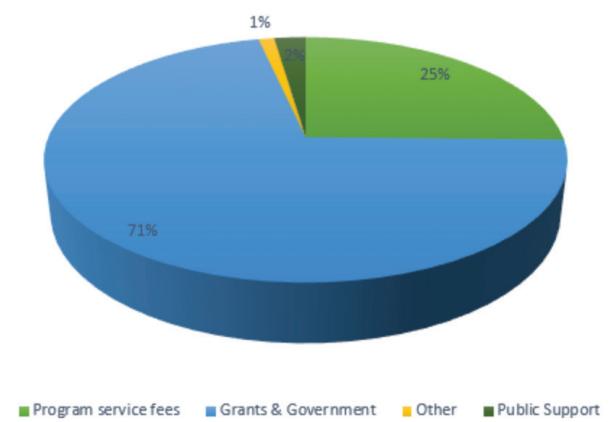
Operating Expenses by Service



Revenue from Operations

Program service fees	5,035,802	25.34%
Grants & Government	14,148,581	71.19%
Other	229,436	1.15%
Public Support	461,807	2.32%
Total	19,875,626	100%

Revenue from Operations



BOARD MEMBERS

Jamie Broder
Awa Conteh
Forest Curtis
Eric French
Gail Evans

Sarah Higgins*
Brad MacDonald*
Monique Mutumwinka
Courtney Pladsen
Carol Rico

Darrin Stairs
Sarah Sturtevant
Josephine Tibbetts**
Ludmila Tutunaru*

*Departed board in FY25
**Joined board in FY25

