



NORTHERN
NEW ENGLAND

“I do feel like this place here probably saved my life. Even when I have a nightmare in the middle of the night, there’s a door I can knock on where there’s somebody I can talk to.”

– Jason Longo, Gulf War Veteran and resident of the Arthur B. Huot House



THIS IS WHY WE DO WHAT WE DO.™

Annual Report 2012

July 1, 2011, to June 30, 2012

A Message from June and Mark

Dear friends,

As the U.S. economy continued its recovery over the course of fiscal 2012, Volunteers of America took bold new steps to put our vision into action, develop a nationwide brand and grow our network of support across the region.

In 2012, we helped more homeless vets, low-income seniors, mental health clients, former offenders, and at-risk families enter the path to self-reliance – by strengthening their skills for safe and independent living. Our evidence-based programming continues to show that **“Volunteers of America is the charity that always steps forward to help the most vulnerable and take on the most difficult tasks to help the most underserved.”**

Our innovation continued in 2012, when we:

- began planning the innovative **Cabin the Woods** program, which will provide housing to veterans while giving them access to life-saving and life-changing services on the grounds of the Togus VA Medical Center in Chelsea, Maine;
- significantly expanded our **Options at Home** program, offering affordable in-home support services for older Americans, such as housekeeping, transportation, and more;
- successfully concluded the first year of field use of our innovative pre-trial assessment tool (co-developed with the Muskie School of Public Service). The tool helps judges and district attorneys make more cost-effective bail decisions. It is Maine’s first evidence-based instrument of its kind; and
- continued growth of our community services programs that serve youth and families.

A household name

Volunteers of America launched a major national advertising/branding campaign in conjunction with the Presidential Inauguration and the commemoration of Martin Luther King Jr.’s birthday. Created in collaboration with The Richards Group, a top branding and advertising firm based in Dallas, the campaign is designed around a central theme: **This is why we do what we do.™** The spots can be viewed on the Volunteers of America YouTube channel at <http://www.youtube.com/VolofAmerica>.

In addition, philanthropy – private, nonprofit, and corporate – grew ever more important in our work in 2012, as government funding grew less certain.

2013 and beyond

In the years ahead, we’ll no doubt continue to “go wherever we are needed, and do whatever comes to hand,” as our founders Ballington and Maud Booth pledged in 1896.



COVER PHOTO: Thanks to the support and care Jason Longo received at the Arthur B. Huot House, he was able to rekindle his passion for cooking and find independence.

Read more at <http://www.voanne.org/veteranjason>

We anticipate another exciting year as we bring our services to more people through:

- opening our 10th senior housing community in Saco, known as the Paul Hazelton House, Phase II;
- introducing **Validation Therapy Training** in Maine and Vermont;
- advocating for the development of **PACE** in Maine; and
- welcoming back the **Young@Heart Chorus™** on March 24, 2013.

Our confidence and energy are high. Our gratitude to staff, board members, partners, volunteers, donors, and granting organizations is boundless. And our faith in and concern for our fellow souls in northern New England are undimmed.

It's going to be a great year!

Warmly,



June Koegel

President and
Chief Executive Officer



Mark Ellis

Board Chair

IMPACT

5,363

Lives changed through donor and partner support and the compassion and professional services of our staff and leadership team.



A year in review

Thank you Stormriders, Rolling Thunder and the Enforcers motorcycle clubs!

Thanks to the commitment and enthusiasm of three local veteran motorcycle clubs – Stormriders, Rolling Thunder and the Enforcers (not pictured) – our veterans programs have received nearly \$8,000 in cash and in-kind donations as well as the fellowship and support during the groups' many visits to our programs.



Meet the Stormriders: Stitch and Lilo, aka Dan and Michelle Daigle, are member and chapter president of the Stormriders Military Veterans Motor Cycle Club based in New Hampshire. Club members are all veterans and believe in helping others and fostering “brotherhood and an opportunity to establish relationships with other military veterans” through club membership.



Meet Rolling Thunder: The Rolling Thunder, Maine Chapter, has been supporting the work of Volunteers of America since we opened our Veterans Career House and the Arthur B. Huot House for homeless veterans. Many club members are veterans or family members of veterans, and are committed to creating awareness about American Prisoners of War and those Missing in Action as well as helping veterans from all wars.

VETERANS' SERVICES

Our innovative programs for homeless veterans – including evidence-based case management, proven community transition services, and safe, supportive temporary housing options – continued to help the veterans of northern New England come *All The Way Home™*.

In Saco, Maine, our **Arthur B. Huot Veterans' Housing** facility concluded its first year of operation, serving 18 clients. The facility is the first of its kind in Maine (and one of the first in the U.S.) to be designed for both male and female vets.

In nearby Biddeford, our **Veterans' Career House** – a combined transitional housing and employment program – concluded its third year of operation under Volunteers of America management.

In October 2011, nearly 100 volunteers helped 71 homeless veterans and veterans in need at the 14th annual **Maine Homeless Veterans Stand-Down** at the Togus VA Medical Center in Chelsea, Maine. During the event, Volunteers of America brought a semi-truckload of critical supplies donated by the Disabled Veterans National Foundation to distribute to veterans at the event and statewide to various veteran agencies. The donated items, which included blankets, clothes, hats, shampoo and body wash, bottled water, canvas bags, and more, was valued at \$145,000.

In May, we hosted “**After the Uniform: Serving the Veterans Who Served Us,**” a live simulcast in Portland and Bangor, Maine, of a National Press Club panel discussion on the issues facing today's veterans. The event was the first in a projected series of three on the topic.

We continued to develop funding (including a \$200,000 grant from Home Depot) and plans for “**Cabins in the Woods,**” an innovative transitional housing facility for homeless veterans who, because of their diagnoses, haven't done well in conventional community settings. The facility, which will include 21 cabins and a community center on 10 secluded acres on the grounds of the Togus VA Medical Center in Chelsea, Maine, will open in 2014.

Community support for our resident veterans was remarkable this year. It included a benefit ride conducted by Rolling Thunder, Maine Chapter 2 and the Enforcers Motorcycle Club, with more than 100 riders and 50 motorcycles from various clubs and groups. The ride went from the **Arthur B. Huot Housing** facility in Saco to the countryside of Cornish, Maine, and back. It ended with a barbecue, live music, raffles, and real fellowship



– and the presentation of generous checks for \$2,500 by Rolling Thunder and \$1,200 by the Enforcer Motorcycle Club to our veterans' service programs.

Our clients contributed more than 2,700 hours of volunteer community service in 2012 and, in addition to professional services, received some 600 hours of service assistance from community volunteers in turn.

Eighty percent of the veterans completing our programs left for permanent shelter and are currently housed, and 100% of those who were employable are employed today.

Meet: Jack. Jack (not his real name) is a young veteran in his late twenties who returned from Operation Iraq Freedom as a sergeant in the U.S. Army with post-traumatic stress syndrome and traumatic brain injuries after surviving an IED blast and seeing his friends and comrades wounded and killed. A native of Maine, Jack fell into difficulties with his family life, employment, and health problems and ultimately into homelessness.

Today, Jack is a resident of our Veterans Career House transitional housing facility in Biddeford, Maine. He and we have been working together with other professionals on Jack's physical and mental health challenges, helping advocating for him at the VA, and making sure he stays on track with his medications and the range of integrated programs we offer.

In addition, with our encouragement and continuing assistance, he has forged a meaningful personal connection with two of our neighbors in the community. These neighbors, a couple in their late sixties (of whom the husband is also a veteran), have taken Jack under their wing like a member of their own family. At first, he simply mowed their lawn. Today he spends time regularly with them, doing work on the property and just being friends.

Thanks to Jack's courage, our programs, and the life-giving humanity of our fellow citizens, we're helping another American veteran create a real opportunity to go **All the Way Home.™**

A year in review

SENIOR SERVICES



In fiscal 2012, our visionary **Aging with Options™** initiative continued to evolve, helping senior citizens live at home longer and in greater safety, comfort, and dignity.

Miller Square on Harlow, our newest affordable housing community for seniors, in Bangor, Maine, concluded its first year of operation, offering 54 attractive one- and two-bedroom apartments. It is fully occupied. We now run nine such communities across northern New England and are planning a tenth for 2013 at Saco, Maine. [Learn more at www.voanne.org/seniorservices](http://www.voanne.org/seniorservices)

We also launched a significant expansion of our **Options at Home** program in 2012, which includes an array of affordable in-home support services for older Americans, such as housekeeping, companionship, laundry, medication assistance, transportation, meal preparation, bathing, dressing, and more. The program provided more than 900 hours of in-home care for 45 clients in its first year (including nine who were able to spend their final days at home). It will be expanded further for 2013 and beyond.

As a certified nonprofit Personal Care Attendant Agency, we provided quality housekeeping, companionship, laundry services, daily living assistance, meal preparation, and more – as well as thousands of hours worth of exercise classes, medical and preventive health programs, community meals, nutritional classes, computer tutorials, and social events. For the year, our affordable housing and in-home care programs served 386 seniors in 2012 (up from 375 in 2011).

We also offered hands-on health care and assistance with the activities of daily living for seniors living at home. These included personal care, medication management, home health care, home medical equipment, adult day care, mental health counseling, Alzheimer's management, assisted living-at-home, hospice care, and respite care. More than 900 hours of in-home care was provided to 45 seniors, helping them stay independent and age in place. As one client said, "This is my 'Forever Home'— I just



love that people can come and help me when I need it! I don't ever have to worry about leaving."

[Learn more at www.voanne.org/seniorservices](http://www.voanne.org/seniorservices)

In addition, after a year of operation, our **PACE (Program of All-inclusive Care for the Elderly)** services have proven to be popular and successful. PACE is a nationally recognized program of affordable community-based health care for seniors with chronic care needs designed to help maintain seniors' independence at home and in the community for as long as possible.



Our **Let's Eat! food security program** at Paul Hazelton House in Saco, Maine, was extended for its third year, thanks to a grant from the United Way of York County. The program provides seniors

on a fixed income with fresh food at the end of the month, community meals, and nutrition education.

Meet: Joyce. Joyce is a remarkable example of staying active and engaged. She swims at the local YMCA, creates beaded jewelry, paints in watercolor, takes care of her pet Pomeranian, goes to the flea market, attends seasonal Native American powwows, stays in touch on Facebook, and reads.

She has parachuted from an airplane, flown in a helicopter, ridden in a hot air balloon, and taken a midwinter 'polar bear' dip at Indian Island.

You go, Joyce!

[Read more at www.voanner.org/seniorjoyce](http://www.voanner.org/seniorjoyce)

FAMILY AND YOUTH SERVICES

At Volunteers of America, we provide a continuum of evidence-based programs, case management, crisis intervention, and mentorship to help give disadvantaged children and youth the caring support they need in order to grow up in good social, emotional, and mental health.



In June, **Camp POSTCARD** (“Police Officers Striving to Create and Reinforce Dreams”) – now in its second year on the beautiful grounds of Camp Agassiz in Poland, Maine – launched its

19th successful season. Campers enjoyed the old-time pleasures of a summer camp – “Fit, Fed, and Fun for Life,” an exciting program to help combat childhood obesity funded by the National Recreation Foundation. The campers – 150 Maine 5th- and 6th-graders – were encouraged to get outdoors for more active recreation and to eat healthier foods. Before-and-after questionnaires



showed measurable changes in campers’ attitudes toward diet, exercise, and a healthy lifestyle. Staffed by 75 volunteer sheriffs, deputies, state troopers, firefighters, and municipal police officers as well as

other community volunteers and our own staff, the camp aims to help kids build relationships, learn life skills, and change their perceptions of law enforcement.

Learn more at www.voanne.org/camppostcard

For 2012, our **Homeless Youth Transitional Living Program**, in Lewiston, Maine, provided a safe, stable living environment, case management, staff support, life-skills training, tutoring, and opportunities to reconnect with the community for 12 homeless youths ages 16 to 21. Our clients contributed 336 hours of volunteer community service. Five graduated from high school or earned their GED – and were accepted at colleges. Three were inducted into the National Technical Honor Society and received numerous other awards and scholarships. Two students received full scholarships at major universities.

Our innovative **Look Up and Hope** program offers case management, emergency financial aid, and mediation services for the children (and their caregivers) of parents who are incarcerated. The program served 23 families in 2012 (more than doubling the number of families served in 2011). Thirteen mothers were reunified with their 18 children after release. Twelve of the neediest children in Maine enjoyed Christmas presents and holiday food delivered by our staff on Christmas Eve.

Learn more at www.voanne.org/LookUp

Meet: The Dions. The Dions (not their real name) are a lively, complex family of four that live in northern Maine. Steve, the father, is the family raconteur and laughs easily. His wife, Margaret, recently out of prison, sits at his side quietly and thoughtfully. Their two children, Ruth, 10, and Connor, 7, play nearby with coloring books and are clearly happy to be with their parents.

Steve says he had a lot of apprehension as Margaret’s release date drew near. There had been conflict before, and during, her time in prison. The two of them had already been apart for some years, and Steve had to drop out of college to take care of the family.

Margaret and Steve decided to try our Look Up and Hope mediation services – “an opportunity to sit down face to face and to discuss some really sensitive things,” as Steve says. “[Volunteers of America] gave us enough time to talk and showed us both that we could really talk and not blame each other. [Margaret has] always been a good mom; the kids knew they were loved. [Volunteers of America] let me realize I wasn’t alone in this all, that a whole bunch of parents are in my shoes.”

Margaret agrees, saying, “We really don’t yell anymore. It went from screaming battles before I went to prison to now we talk about it, even without a mediator.”

Today, the Dion family is together again, doing well, and Steve has graduated from college with an associate degree in applied science. He says, “You do an awesome thing!”

A year in review

COMMUNITY EMPOWERMENT



Our roster of **Action Teams** at Maine high schools continued to encourage young people to volunteer in the community. They provided a variety of services to

children, families and seniors in our affordable housing communities. On June 21st, team members participated in this year's Recognition Day trip to Fenway Park in Boston. We toured the legendary ballpark (which included the famous Green Monster and the oldest seats in Major League Baseball), had our photograph taken on the field, and enjoyed an evening game that was won by the Red Sox. As we entered the bus after the game, a thunderstorm opened with full force. We called it perfect timing for the end a wonderful experience by the Action Team members, their leaders and our accompanying staff. The Action Team program is administered jointly by the Major League Baseball Players Trust and Volunteers of America.

Learn more at www.voanne.org/youthactionteam



From January to April, 267 volunteers contributed more than 7,200 hours of their time to our **Maine CA\$H** ("Creating Assets, Savings, and Hope) Coalition, helping 3,845 low- and moderate-income Maine families and individuals (up 6% from 2011) improve their financial stability through free tax preparation and financial asset building. The result? Almost \$2 million worth of Earned Income Tax Credits and \$5.1 million worth of federal refunds were returned to local people and our economy. The Coalition delivers Volunteers Income Tax Assistance (VITA) services; it is a community effort, backed by IRS-certified volunteer tax preparers, greeters, schedulers, and financial coaches as well as more than



50 partner agencies and businesses, including the IRS and the Bowdoin College Joseph McKen Center for the Common Good.

Learn more, visit www.voanne.org/Services/TaxAssistance

Our **Mediation Services** flourished in its third year, helping 183 families, neighbors, businesses, farmers, and others (up 2% from 179 in 2011) resolve disputes and negotiate fair, nonbinding agreements. The service is confidential and affordable. We also offered special mediation workshops for seniors, incarcerated women, and government agencies. Our curriculum of training events for would-be mediators served 96 professionals during the year (up more than 100% from 47 in 2011). Mediation has also proved to be an especially effective way to help our Look Up and Hope families.

Learn more at www.voanne.org/Services/Mediation

COMMUNITY CORRECTIONS AND RE-ENTRY SERVICES

For 115 years, Volunteers of America has championed the humane treatment of prisoners.

In fiscal 2012, we continued to create and deliver evidence-based case management and transition services in order to help former offenders re-enter a productive life in society – and to help engage the community in offering them acceptance and opportunities.

Our innovative **pretrial assessment tool** successfully concluded its first year of use in the field. The tool, developed in collaboration with Two Bridges Regional Jail and the Muskie School of Public Service, helps judges and district attorneys make more cost-effective bail decisions. It is Maine's first evidence-based instrument of its kind.



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MENTAL HEALTH SERVICES

Our innovative “**Bridging the Gap**” re-entry program at Two Bridges Regional Jail in Wiscasset, Maine, offers basic access to community services for former inmates as they re-enter society. It was the first of its kind in the state. The program served 220 male and 23 female clients in 2012, with a recidivism rate of only 7%.

In all, our programs in Maine’s Lincoln, Penobscot, Sagadahoc, and Waldo counties served 728 male pre- and post-trial clients (up 20% from 607 in 2011). These programs saved the region \$3,428,910 in 2012 by averting 38,099 bed-days at \$90 a day. Participants in our alternative sentencing programs performed 3,969 person-hours of community service – work worth \$39,690 at \$10 an hour.

Learn more at www.voanne.org/adultcommunitycorrections

In Belfast, the **Maine Coastal Regional Reentry Center**, a partnership with the Waldo County Sheriff’s Department, served 45 medium- and high-risk offenders as they neared the end of their sentence (up 7% from 42 in 2011). Offenders contributed 3,988 hours (up from approximately 1,000 hours in 2011) of volunteer service at a facility garden – producing some 15,000 pounds of produce for local food pantries – as well as at community churches, state parks, campgrounds, town halls, and more.

In all, the Center provided more than 1,050 hours of cognitive-based programming. In addition, we collected more than \$21,000 in room and board from residents on behalf of the state (thanks to the success residents had in finding employment) and more than \$10,000 in fines and restitution (up from \$9,000 in 2011) as residents repaid their obligations to society.

Thirty-two clients were successfully released. Of these, 26 had permanent housing, 29 had jobs, and five were pursuing a post-secondary degree. The recidivism rate was 25% – dramatically lower than that of most similar programs across the U.S.

Learn more at www.voanne.org/mcrrc

For 2013, we’re planning to add new professional, educational, and recreational opportunities for our clients and to launch an on-site kitchen so all clients can leave with basic cooking skills.

In fiscal 2012, our residential-care programs continued to help foster recovery for people with severe mental illness – by providing safe, therapeutic environments and evidence-based services built on proven principles of normalization, psychosocial rehabilitation, and community integration.

We served 38 clients in Maine’s Cumberland and York counties (up 12% from 2011). Overall, our psychiatric and other hospitalization rates reflected the quality and consistency of our services – and the growing likelihood of clients’ being able to move on to more independent living.

Nine clients moved to less restrictive homes or to a home of their own in 2012 (up more than 100% from 2011). One client recovered his mental and physical health so fully that he moved to his own apartment and has been selected by an area advocacy program to represent the program in Washington, DC.

We also continued to place greater emphasis on involvement with the community, as clients attended more community events and engaged in more outside relationship-building activities – such as “adopt a block” sidewalk cleaning, Ronald McDonald House assistance, and snow shoveling at seniors’ homes. Clients performed 875 hours worth of community service (up more than 100% over 2011).



Volunteers from area businesses demonstrated their support for our programs in 2012 by participating in **United Way’s Day of Caring** events at three of our apartment buildings in South

Portland and Saco, Maine, preparing garden beds and planting annuals to help beautify the landscaping. Each team was thanked with a luncheon with the residents.

Learn more at www.voanne.org/services/behavioralhealth

THANK YOU TO OUR PARTNERS

We are deeply grateful to the many partners who play such a key role in our success. In good times and bad, we cherish our relationships with these individuals and organizations, for their belief in our mission, and their support of our team and our clients. Thanks again for all that you do!

MAJOR DONORS

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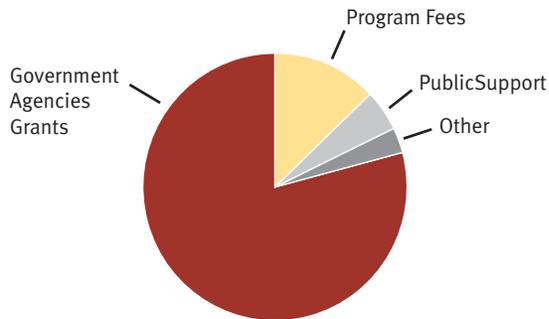
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2012 Financial Overview

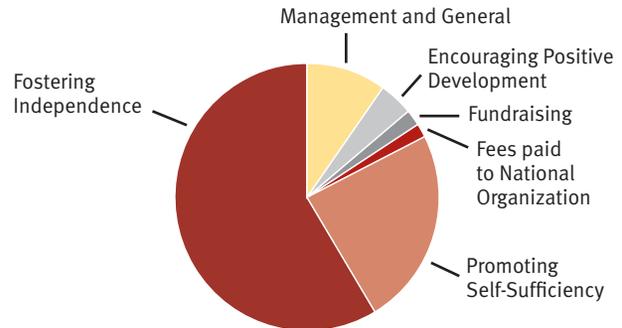
Fiscal 2012 was another good year for Volunteers of America Northern New England. The organization continued to be strong and well positioned to meet the changes in this very challenging economy. This year we started another elderly housing project in Saco with HUD funds – for which we received \$2,227,557 in capital grants. Net Assets increased by \$1,347,698 in 2012.

Sources of Revenue



Public Support	\$611,316	5%
Government Agencies Grants	\$9,505,165	79%
Program Fees	\$1,522,475	13%
Other	\$404,230	3%
Total Revenue from Operations	\$12,043,185	100%

Categories of Expense



Encouraging Positive Development	\$444,311	4%
Fostering Independence	\$6,265,717	59%
Promoting Self-Sufficiency	\$2,575,490	24%
Management and General	\$1,053,379	10%
Fundraising	\$189,627	2%
Fees paid to National Organization	\$171,206	<2%
Total Operating Expenses	\$10,699,730	100%

Volunteers of America Northern New England, Inc. and Related Organizations Consolidated Statement of Financial Position and Activities

Consolidated Statement of Financial Position

Assets

Cash and equivalents	\$942,330
Accounts receivable, net	\$689,018
Other current assets	\$379,354
Total Current Assets	\$2,010,701
Fixed Assets	\$38,663,017
Other Assets	\$2,417,670
Total Assets	\$43,091,388

Liabilities and net assets

Current Liabilities	\$2,192,909
Long-Term Liabilities	\$6,863,958
Total Liabilities	\$9,056,867
Unrestricted Net Assets	\$33,748,248
Temporarily Restricted Net Assets	-
Permanently Restricted Net Assets	286,273
Total Net Assets	\$34,034,521
Total Liabilities and Net Assets	\$43,091,388

Consolidated Statement of Activities

Revenue from Operations

Public Support	\$611,316
Government Agencies Grants	\$9,505,165
Program Fees	\$1,522,475
Other	\$404,230
Total Revenue from Operations	\$12,043,185

Operating Expenses

Encouraging Positive Development	\$444,311
Fostering Independence	\$6,265,717
Promoting Self-Sufficiency	\$2,575,490
Management and General	\$1,053,379
Fundraising	\$189,627
Fees paid to National Organization	\$171,206
Total Operating Expenses	\$10,699,730

Investment income, gains and losses	\$4,242
Change in Net Assets	\$1,347,698
Net Assets at Beginning of Year	\$32,686,823
Net Assets at End of Year	\$34,034,521

BOARD OF DIRECTORS – FISCAL YEAR 2012

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IMPACT 30

Evidence-based programs that encourage positive development, foster independence and promote the type of self-sufficiency that can change someone's life.

CONTACT INFORMATION

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