

# ANNUAL REPORT



July 1, 2020 - June 30, 2021

# Letter from the CEO

Dear Friends and Supporters of VOA:

For the past two years you have sustained our important work in Northern New England. Our staff has been tested and exhausted by the global pandemic and our efforts to keep our residents safe. Long hours have been spent throughout the COVID-19 pandemic worrying about the care and health of our program participants, especially our residents who are aging or have existing disabilities. Trying to connect with people through masks, having to social distance, and closing our common areas took a toll on the emotional and psychological well-being of our communities. However, together we have now come out on the other side.

Because of your support and prayers, I am very happy to report that despite several outbreaks within our housing or residential treatment facilities that serve over a thousand each year, we lost only one of our residents to COVID. The loss of anyone to this pandemic is a tragedy, but I am proud of the planning, sacrifices, and resiliency our professional team showed to keep each other and those we care for healthy and safe. Support from Maine's John T. Gorman Foundation to offer food supplies for low-income older residents have sustained healthy meals.

We couldn't have done it without you. I continue to pray that as the pandemic lingers, we will be able eventually come back together, mourn our losses, and build a loving community that values the inter-dependence we have on each other. No pandemic will break our spirit to be there for others.

VOA remains committed to our mission to outreach and uplift all people and to show the presence of God through all that we accomplish. Throughout 2021 we have continue to offer high quality affordable housing, residential treatment, and social services across Maine and into Eastern New Hampshire. One of our largest accomplishments this year was the renovation of the Friendship Hill House in Saco. Serving as home to nine individuals with significant mental health disabilities, our structure was aging and in need of substantial updates.



Thanks to gifts from supporters like you and a federal grant, we were able to put over \$\_\_ million into new windows, floors, energy efficient utilities, roofing, and an improvements to an exterior stairwell. This work required us to temporarily displace our residents during the constructions, but our team and residents managed the changes well. The newly refurbished space looks wonderful, and all the residents came home to a wonderful new space. Taking pride in one's home, especially for people with disabilities who are often isolated or marginalized from communities, is a true gift! I am grateful to you and to all of our supporters who invest in VOA to offer high quality residential treatment that welcome so many into our communities.

This year also saw VOA celebrate is national 125th Anniversary. Not many community based nonprofits organizations survive more than a decade or two. VOA's ability to grow into a nation-wide entity with 31 affiliates in 42 states and Puerto Rico is a testament to the faith and determination of those who came before us. Organized as a progressive, faith-based movement to end poverty in 1896, VOA today is one of the nation's largest providers of affordable housing for older adults, veterans, persons with disabilities and those leaving prison for a new life in the community.

Through your support, our affiliate, VOA Northern New England, continues that legacy and has plans to expand housing opportunities and social supports to the communities of Maine and New Hampshire. I hope you will reach out to me if you have suggestions for services needed in your communities.

Sincerely,

A handwritten signature in blue ink that reads "Richard A. Hooks Wayman". The signature is written in a cursive style with a long, sweeping underline.



# Program Information



## Afordable Housing

- 12 Senior Housing Properties in Maine and New Hampshire
- 538 elderly persons provided with a warm meal

## Community Justice Programs

- 60 men were served at MCRRC
- 40 now have stable housing
- 131 men attended the Batters Intervention Program
- 42 men were served in the Diversions Program



## Veteran Services

- 4 Veteran's Housing Programs
- 92 veterans that are no longer homeless

## Recovery Services

- 18 men recieved assistance



## Behavioral Health

- 11 Behavioral Health Programs
- 70 residents served
- 14 are residents with an Intellectual and Developmental Disorder (IDD)



# Board of Directors

## Board Officers

**Robert Johnson**

Board Chairperson  
Community Volunteer

**Rich Hooks Wayman**

President & CEO, Volunteers of  
America Northern New England

**Polly Miller Legere**

Board Vice Chairperson  
Community Volunteer

**Brad MacDonald**

Board Treasurer  
IDEXX

**Sarah Higgins**

Board Secretary  
Spectrum Reach

## Board Members

**Malisa Blessington**

Northern Light Health

**Gail Evans**

Community Volunteer

**Eric French**

MaineHealth

**Colleen Ippolito**

Coastal Enterprise, Inc.

**Lucy Lloyd**

Community Colunteer

**Kristy L. Ouellette**

University of Maine Cooperative Extension

**Courtney Pladsen**

National Health Care for the Homeless Council

**Marianne Sensale-Guerin**

Portland Public Library

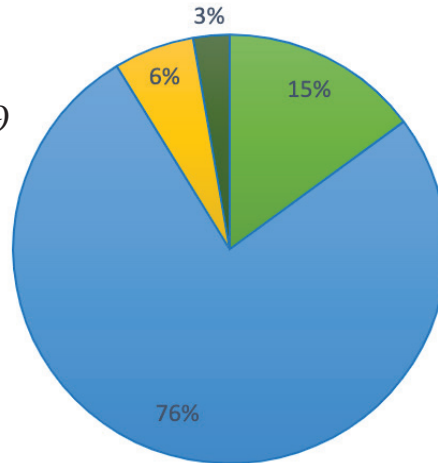


**100%  
Board  
Giving!**

# Revenue and Expenses

## FY2021 Revenue

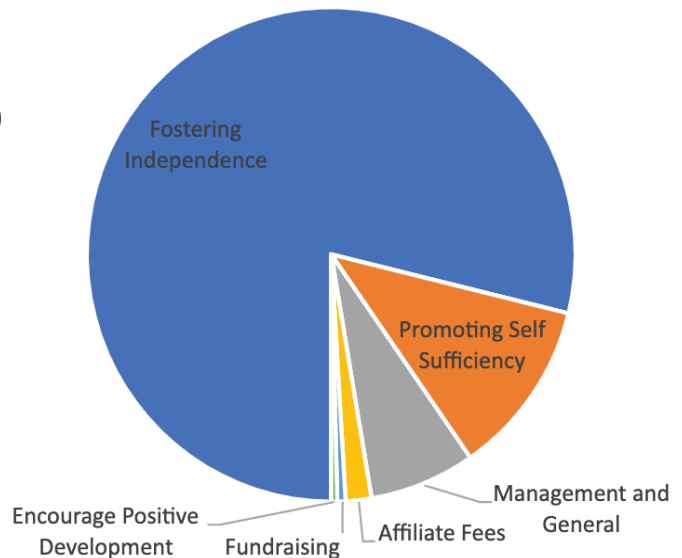
Program Service Fees - \$2,251,830  
Grants & Government Support - \$11,562,919  
Public Support - \$412,020  
Other - \$911,798  
Total - \$15,138,567



■ Program service fees ■ Grants & Government ■ Other ■ Public Support

## FY2021 Operating Expenses

Affiliate Fees - \$252,093  
Fundraising - \$80,038  
Encourage Positive Development - \$58,470  
Management & General - \$1,033,274  
Promoting Self Sufficiency - \$1,702,093  
Fostering Independence - \$11,643,323  
Total - \$14,778,031



# 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](http://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](mailto:michael.coon@voanne.org).

VOA is a 501(c)(3) nonprofit organization  
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