

HEALING HAPPENS HERE

ANNUAL IMPACT REPORT

20 21



Volunteers of America®

NORTHERN ROCKIES



TRANSFORMATION THROUGH

Homeless Services

Recovery

Discipleship

Together with you, we provide the hope and healing our neighbors need.

Our mission is to compassionately serve and strengthen individuals by empowering them to build healthy and happy lives.

Your support provides vital programs and services to help people move from instability to living full and productive lives. Inside this report you'll read how important your role is in bringing about outcomes which demonstrate the amazing potential in all people.



From the Desk of Jeff Holsinger

I'm excited to share with you the amazing things that have happened at Volunteers of America Northern Rockies (VOA) this past year. Lives have been changed because of your generosity. **Thank you for your support; it brings hope to thousands of families and individuals in our region.**

We are blessed to say that services to our neighbors in need never wavered, despite the ongoing complications of the COVID-19 pandemic. The safety of our clients and staff has been a top priority in these uncertain times, and with your support we have adapted and continued to serve. You have provided safe and secure housing to people facing homelessness and supported the recovery of hundreds of men and women battling addiction. Importantly, you have also offered our clients the opportunity to engage with God through our ministry.

Because of you, healing happens here. Our faith-based organization continues to create strong families and thriving communities through our progressive, holistic programs by offering a hand up, not a hand out. This hand up is only made possible with your help.

As you read through the following pages, you will see how your generosity has provided vital services at Volunteers of America: Homeless Services, Recovery, and Discipleship.

You'll read how crucial you are in impacting the lives of local families and individuals, and how your impact will grow because of an important merger with Peak Wellness Center. Together, we now have even more programs and services to help those in need. This merger is a win-win for both organizations, and an even bigger win for the people we serve.

It's been a rough year for many people. Our neighbors lost their jobs, friends, and family members. Some self-medicated to ease their pain and isolation. Lost souls searched for love and self-worth. That's why you are so important to Volunteers of America and our work with Homeless Services, Recovery, and Discipleship. **People need your help — and they need to experience the healing love of God.**

Thank you again for your support of Volunteers of America Northern Rockies. Lives are changed because of you.

May God Richly Bless You,



A handwritten signature in black ink, appearing to read 'Jeff Holsinger'.

Jeff Holsinger
CEO Volunteers of America Northern Rockies

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From the Desk of Del Acker

This past year, the VOA family experienced significant growth that brought us to a heightened level of service delivery. Between the important merger with Peak Wellness Center and the ongoing challenges presented by COVID-19, the board had to be attentive and committed as we made strategic decisions for the organization while staff remained steadfast in serving our region’s most vulnerable populations.

We are now entering the final year of our current strategic plan, which prepared us to navigate the recent expansion of our services with thoughtful intention. It is a blessing to say that we are far ahead of where we expected to be with regard to our mission impact. This is a result of a commitment to excellence at every level of the organization.

The VOA board volunteers their time to govern the organization, and **100% of our board members contribute financially to the mission.** They oversee organizational audits to ensure good stewardship of the funds entrusted to VOA. I am proud to report that in Fiscal Year 2021 we had approximately \$26.4 million in revenues and provided \$24.1 million in services across our region.

As we begin a new fiscal year, VOA is positioned to continue enhancing our mission impact. On behalf of the board, **I’d like to thank you for helping us serve our neighbors in need.** We are extremely grateful for your support.

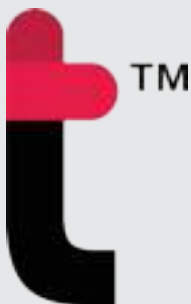
God Bless,



Del Acker
Board Chair

OUTSTANDING COMMUNITY PARTNER: THRIVENT

For the past three years, Thrivent has partnered with Volunteers of America Northern Rockies to raise awareness and donations to reduce food insecurity in the community. Through fundraising efforts and along with the Thrivent donation match challenge, those donations were able to have double the impact. We met our goal again this year – with Thrivent’s promotion of the campaign and their substantial matching gift, we raised \$21,030 in just one week to fight food insecurity in the Northern Rockies. Thrivent looks for ways to empower their clients and community with the opportunity to give back. They are our outstanding community partner for 2021 because of their commitment to inspire generosity and the amazing work they do to help advance the mission of VOA.



VOA leadership and Wyoming Governor Mark Gordon celebrate the merger between VOA & PWC

HEALING HAPPENS HERE THROUGH...

...HOMELESS SERVICES

“Share your food with the hungry, and give shelter to the homeless. Give clothes to those who need them...”
Isaiah 58:7 (NLT)

WHY HOUSING MATTERS

Shelter is one of the most basic human needs. Without access to safe and secure housing, it becomes difficult to keep a job, to maintain relationships, or to care for a family.

People facing a housing crisis need the security of a home, first. Once that is in place, the search for gainful employment and the journey towards long-term stability can begin.

We originally applied a housing first model in our Veteran Services programs, where it has proven very successful. Since beginning these programs in Montana and Wyoming, we have seen significant decreases in Veteran homelessness.

After recently expanding the model into the civilian populations of Western South Dakota and Wyoming, we are seeing incredible growth.



2021

Homeless Services at a glance:



9,084
Individuals received housing assistance



2,708
Veterans served



5,675
Helped through community outreach programs

2022 GOALS

For overcoming homelessness:

Assist
9,500
Individuals with housing

Serve
2,850
Veterans

Help
6,000
Through community outreach programs

YOU GAVE HOPE TO FAMILIES FACING HOMELESSNESS

With your help, Volunteers of America combats homelessness. Working closely with clients to identify and overcome the issues surrounding their displacement, we focus on housing first. In the process, we also address unemployment, access to affordable housing, behavioral health, low wages, and multi-generational poverty.

Our services include:

- **Veteran Services**, operated through partnerships with the Department of Veterans Affairs and the Department of Labor
- **Community Outreach**, including rapid rehousing, basic needs assistance, and case management
- **Independent Living**, a program dedicated to serving homeless and at-risk youth as they transition to life on their own



“

Volunteers of America is amazing. They don't look down at you. They point you in the right direction. They want to see you succeed and that's what I like about VOA.”

- Candace

2021

VETERAN SERVICES SUCCESS

Montana Veteran Homelessness



Wyoming Veteran Homelessness



According to each state's Point-in-Time Count

HEALING HAPPENS HERE THROUGH...

ADDICTION’S STRONG GRIP

Drug and alcohol addiction is an extremely complex issue. A variety of factors, including trauma, biology, social circles, and abuse can combine to increase a person’s risk of developing an addiction.

The number of people suffering from addiction has increased dramatically in recent years. The abuse of opioids and other illicit drugs has become a wide-spread and nearly insurmountable epidemic. Further, the anxiety, isolation, and depression of the COVID-19 pandemic are

seriously exacerbating substance abuse and dependence.

It takes much more than a strong will to break the cycle of addiction. Once it takes hold, it is very difficult to shake. In fact, many see addiction as a chronic issue that cannot be cured. It can, however, be treated, and many who have battled addiction live full and happy lives in recovery.

Supportive programs like those we offer help to break the cycle of addiction by encouraging individuals to identify the patterns of destructive

behavior that led them to use and misuse substances in their daily lives.

At Volunteers of America, we believe that everyone fighting addiction has the potential to recover. Our programs are designed to help those facing addiction to find holistic healing — in mind, body, and spirit.

Together with you, VOA gives people the tools to live in recovery and ongoing healing when they leave our facilities.



...RECOVERY

“

Volunteers of America helped me unlearn all the things that have caused so much trouble for me, and replace all of those with positive things, with hopeful things, and recovery related things. I really had to unlearn everything and start over.”

- Christina Pettyjohn, Pastoral Care Coordinator and Commissioned Minister, VOA

YOU PROVIDED RECOVERY FROM ADDICTION

Christina thought she was a lost cause. She was facing 27 years in prison when a judge gave her the option to attend addiction treatment. She was in a desperate place when she arrived at Volunteers of America. Thankfully, we know that no one is ever a lost cause.

Because of your support, Christina found new life and a second chance at Volunteers of America. She explains:

I walked in the doors thinking that no one could understand me, that no one had been through what I had been through. I was worse than everyone and there was no help. The clinicians, the groups, and the mentors all unraveled that ... the chapel at Volunteers of America is where my new life began.

Today, Christina is happily married with a loving family. She and her husband are bringing help and hope to others through Celebrate Recovery. They share their testimonies and teach others about the healing grace of God — and even serve in short term missions, building churches and homes abroad.



*“Restore us, O Lord, and bring us back to you again!
Give us back the joys we once had!”*
Lamentations 5:21 (NLT)

According to the most recent available data from the CDC:

2 Million
Use methamphetamines annually

↑ 4%
Increase in opioid deaths

28%
Of all traffic-related deaths involve alcohol

2021



769
Received recovery services

2022
GOAL



800
To receive recovery services

HEALING HAPPENS HERE THROUGH...



“LORD, my God! I cried out to you for help and you healed me.”
Psalm 30:2 (ISV)

A MINISTRY OF SERVICE

Volunteers of America is a ministry of service fueled by our vision: “seeing broken people physically, emotionally, and spiritually healed and thriving in their faith community as beloved citizens in Christ’s kingdom.”

Ministry is uniquely present within each of VOA’s programs, providing staff and clients across the organization access to pastoral care.

The Christian Enhancement Program at Volunteers of America provides spiritual support to those who seek it. We are committed to offering clients the opportunity to encounter the healing power of God. The program is seeing significant growth and promoting spiritual healing among our neighbors in need across the region.

Our ministry of service depends on dedicated volunteers and staff who are called to minister the healing and hope of Jesus to those who desire it.

What a blessing it is to walk with clients as they discover the power of a relationship with Jesus Christ.

YOU CREATED OPPORTUNITIES FOR DISCIPLESHIP

We live in a flawed world with a lot of broken people. Some feel that they are too broken to fix, and many find themselves in a place of despair when they believe that. We certainly know that without God’s help we can’t fix anything. But since God is in the redemption business, programs like VOA become the vehicle for a life that was torn apart to be brought back together.

- Don Wight, Senior Pastor
Gillette Calvary Community Church



The most rewarding part of working with Volunteers of America is being in a ministry with people who know what it is to open the can of someone’s life and go all the way to the bottom. It’s the most motivating thing ever because you know everyone who shows up to be served is going to be served.

- Adam Greenwell, Senior Pastor
Billings Vineyard Church



I get to walk alongside people in their darkest moments... I know what God has done in my life, and I am blessed to be able to foster that relationship for others. There is really powerful work that’s done every day here at VOA, and the ministry is embedded in that. I’m grateful to be part of it.

- Samantha Satchell
Clinical Program Director and
Commissioned Minister, VOA



...DISCIPLESHIP

“

“I went through four treatment centers before coming to VOA. But none of them fostered any kind of spiritual growth. They weren’t looking for any kind of transformation. The biggest thing about transformation is that first act of following Christ...He transforms everything in your life. He changes your priorities...I love this place because I know it works, because I know God’s here. And I know that transformation is possible.”

- Joe Niverson, Director of Pastoral Care and Ordained Minister, VOA



2021

2,417
Bible studies
and chapel
services

366
Clients chose to
participate across
all programs

2022
GOALS

3,000
Bible studies
and chapel
services

450
Clients choosing
to participate
across all
programs

TOGETHER WE CAN DO MORE

In July 2021, Volunteers of America grew through a merger with Peak Wellness Center. With behavioral health clinics, as well as affordable and supportive housing facilities in Southeastern Wyoming, we are now able to serve even more of our neighbors in need. The combined organization served 15,104 individuals this past year, and we look forward to continued growth.

Now, Volunteers of America services include:

Mental Health Services

We provide outpatient services for people of all ages, including youth and their families, who are facing mental health challenges. Our clinics provide individual and group therapy, psychiatric care, medication management, and outpatient addiction treatment.

Affordable Housing

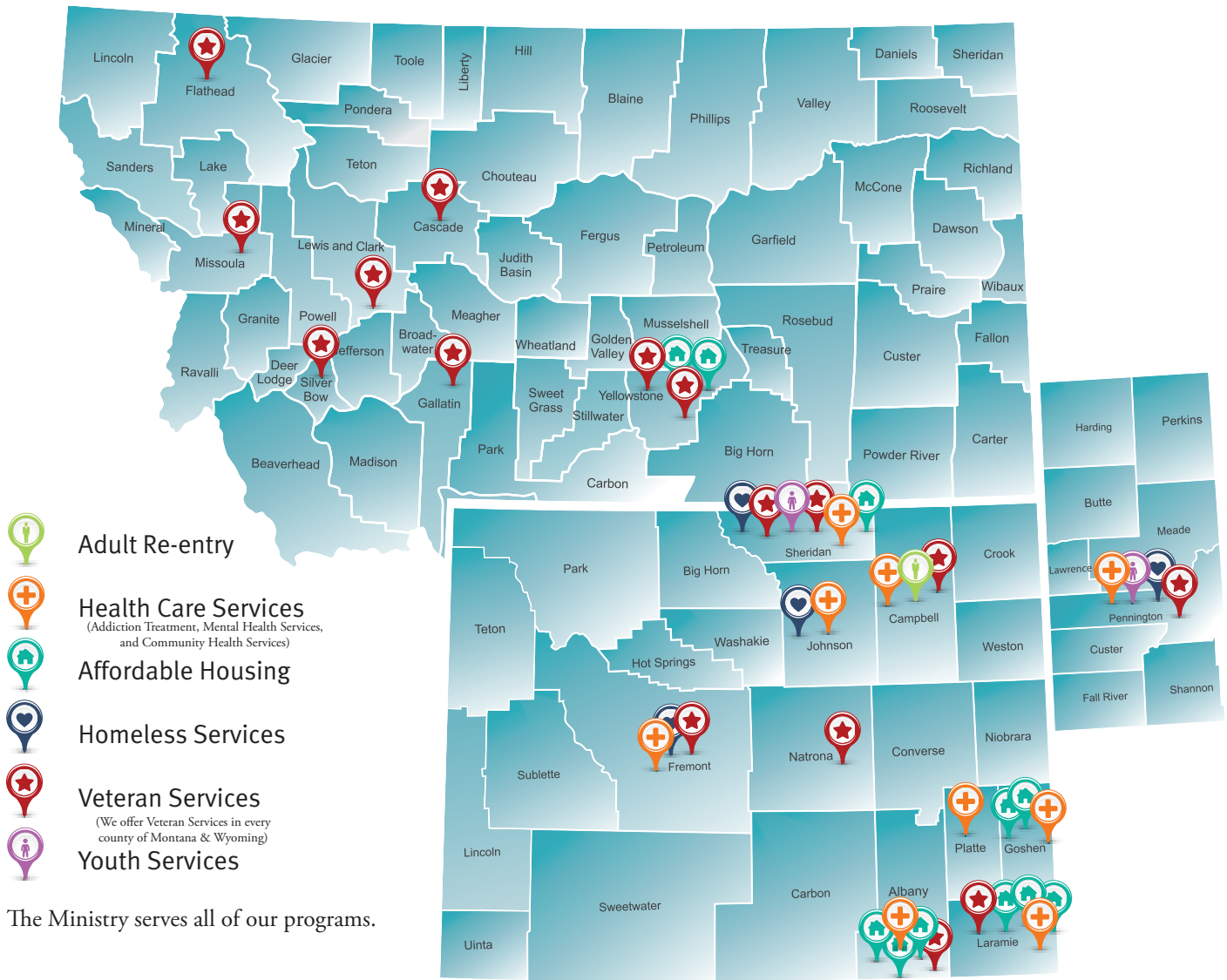
With the addition of five affordable housing properties, Volunteers of America is better equipped to provide safe and secure homes for our clients. These apartments promote independent living while offering access to our case management services.

Supportive Services

Those facing mental health challenges often need more than traditional therapy to thrive. With peer specialists and case managers, clients work toward gaining independent living and employment skills. When intense involvement is needed, we can offer this support through our transitional and group homes.

Together with you, we are serving with excellence and compassion across Montana, Wyoming, and Western South Dakota.

VOLUNTEERS OF AMERICA & PEAK WELLNESS CENTER



2021



10,612
Served at Volunteers
of America



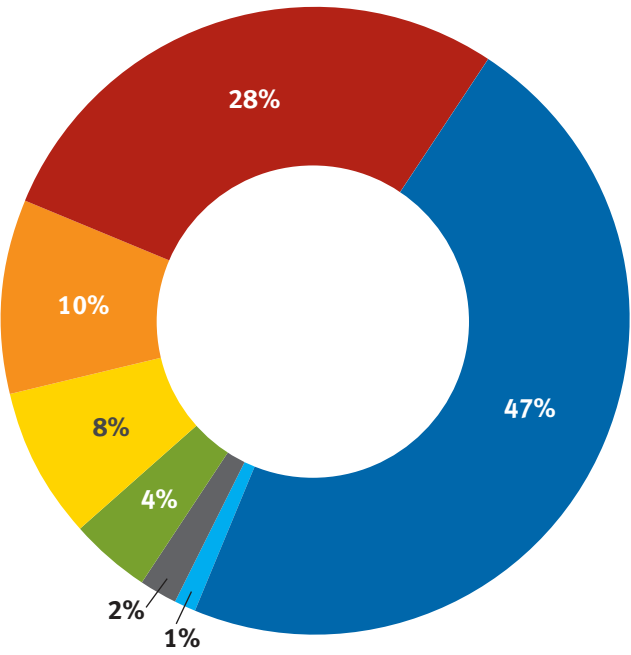
4,492
Served at
Peak Wellness Center

FINANCIAL SUMMARY

2021 Revenue

- Homeless & Veteran Services – 47%
- Health Care Services – 28%
- Adult Re-entry – 10%
- COVID Relief – 8%
- Youth Services – 4%
- Ministry & Outreach – 2%
- Other – 1%

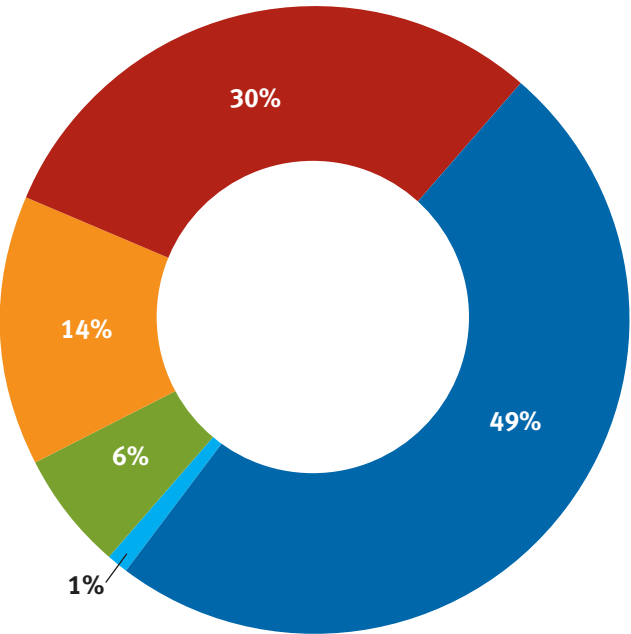
Total Revenue \$26,416,800



2021 Expenses

- Personnel Expense – 49%
- Direct Client Expense – 30%
- Program Expense – 14%
- Occupancy & Insurance – 6%
- Debt Satisfaction – 1%

Total Expenses \$24,093,173



These figures are pre-audit.

LIFETIME DONORS

Includes cumulative cash and/or in-kind contributions through June 30, 2021.

Volunteers of America Northern Rockies has endeavored to account for and acknowledge every financial gift. We apologize in advance for any errors or omissions.

Ballington Booth Leadership Circle \$500,000+

- Daniels Fund
- Marna M. Kuehne Foundation
- Forrest Mars
- John T. Vucurevich Foundation
- Joe & Arlene Watt Foundation

Maud Booth Leadership Circle \$250,000 - \$499,999

- Google Inc.
- The McMurry Foundation
- Jim Nelson
- Frank M. & Norma L. Washburn Trusts

Community Leadership Circle \$100,000 - \$249,999

- City of Riverton
- Ruth R. Ellbogen Foundation
- First Interstate BancSystem Foundation
- Crawford Gordon
- Mark & Jennie Gordon
- IXL Ranch
- S.K. Johnston Family Fund
- Microsoft Donation Program
- Ruth Pruitt Phillips Foundation
- Roberts Family Foundation
- May & Stanley Smith Charitable Trust

Servant Leadership Circle \$50,000 - \$99,999

- Senator Stanford M. & Lynda Adelstein
- Black Hills Area Community Foundation
- Cornerstone Community Church - Sheridan, WY
- Duhamel Broadcasting
- John P. Ellbogen Foundation
- First Interstate Bank - Sheridan, WY
- Mary Alice Fortin Foundation, Inc.
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- Scholastic Inc.
- Seidler Foundation
- South Dakota Community Foundation
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- The Gwendolyn L. Stearns Foundation
- Harry & Thelma Surrena Memorial Fund
- Walmart - Sheridan, WY #1508
- Wells Fargo Foundation
- Wind River Hotel & Casino

FINANCIAL CONTRIBUTORS

Includes cumulative cash donations received between July 1, 2020 and June 30, 2021.

Champions \$50,000+

Daniels Fund
John T. Vucurevich Foundation

Pacesetters \$15,000 - \$49,999

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Volunteers of America National
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Wyoming Community Foundation

Benefactors \$5,000 - \$14,999

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Senator Stanford M. & Lynda Adelstein
Black Hills Disaster Recovery Fund
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First Federal Bank & Trust - Sheridan, WY
First Interstate BancSystem Foundation
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First Interstate Bank - Sheridan, WY
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Thrivent Charitable Impact & Investing
Thrivent - Rocky Mountain Region

Protectors \$1,000 - \$4,999

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Benevolent & Protective Order of Elks Lodge #520

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Black Hills Community Bank of Rapid City
Black Hills Energy
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Gini Chase
Karl E. & Melissa L. Cline
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Zachary & Amanda Cummins
D.A. Davidson
Robert & Barbara DeFries
Janis DeVore
Stanley F. Devore, Jr.
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Ted & Vonnie Fink
First Christian Church - Sheridan, WY
First Interstate Bank - Billings, MT
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