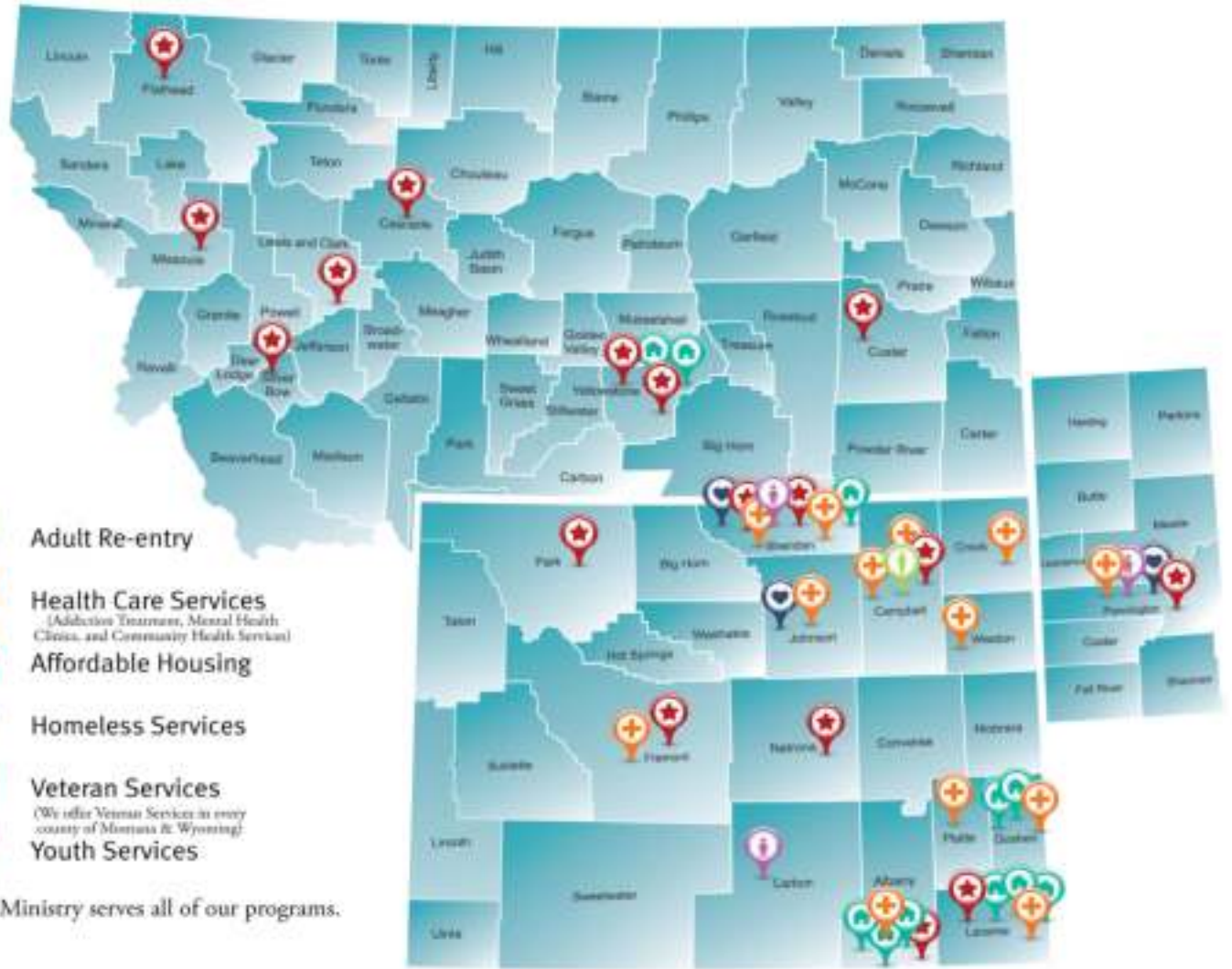




2022 Impact Report





Mission

We serve to harness hope and re-shape futures through a faith-based ministry.

Vision

Everyone living in the fullness of a healthy body, mind, and spirit.

Values

Servant Leadership demonstrated through Compassion, Respect, Excellence, Communication, and Integrity.

15,500+

Clients

Cared for with love and respect as we walked with them towards a better future.



From the Desk of Jeff Holsinger

It has been a season of incredible growth this year for Volunteers of America Northern Rockies (VOA). This year, more people than ever before have found hope and healing – because of you. With the support of your generous partnership, VOA has implemented additional areas of service and replicated existing programs in Montana, Wyoming, and Western South Dakota that bring life-changing care to even more neighbors in need.

One of the programs recently replicated is Milestones Youth Home which provides a supportive and caring environment for kids who have nowhere else to turn. In February VOA reopened the former Carbon County Youth Crisis Center, now called Stepping Stones Youth Home, in Rawlins, WY. Our team has been hard at work serving children through this amazing partnership with the local community.

Another area that has grown dramatically this year is Veteran Services. In addition to opening several new offices through the Supportive Services for Veteran Families grant, we received exciting news about our Homeless Veterans Reintegration Program. After successfully operating the program in Wyoming and Montana for several years, we have received an award to begin operation in Western South Dakota. This will provide tremendous support for homeless Veterans in the Black Hills.

Last year we celebrated our largest moment of growth as we brought the staff and services of Peak Wellness Center into the VOA family. This merger expanded our expertise in behavioral health through outpatient mental health services, and gave us the opportunity to support thousands of additional community members. In 2022, our impact expanded even further through a merger with Northern Wyoming Mental Health Center. With the addition of four outpatient clinics in the northern part of the state, Volunteers of America is now the largest provider of behavioral health services in Wyoming, bringing excellent and accessible care to rural communities.

I want to thank you for being mission partners. Without the generous support of our community, none of the work done at Volunteers of America Northern Rockies would be possible. Lives are changed for the better because of your support – more now than ever. Together, we are providing opportunities for transformational change to more than 15,500 of your neighbors in need and making communities across the Northern Rockies stronger.

Blessings,

A handwritten signature in black ink, appearing to read 'JHolsinger', written over a light gray background.

Jeff Holsinger
CEO Volunteers of America Northern Rockies

VETERAN SERVICES

Your support this year empowered more Veterans than ever before to find safe homes and fulfilling employment.

Volunteers of America is actively committed to serving our nation's Veterans, with programs in Montana, Wyoming, and Western South Dakota focused on rapid rehousing, homeless prevention, and employment services. We are proud to be the largest private provider of Veteran Services in our region.

Supportive Services for Veteran Families (SSVF) provides housing stability for Veterans experiencing a housing crisis. Housing is the foundation to employment and reintegration to society. Eligible Veterans receive case management and referrals to community resources, and may be eligible to receive short term financial assistance for the purpose of securing or maintaining permanent housing.

In Montana, Western South Dakota and all across Wyoming our Homeless Veterans' Reintegration Programs provide services that assist in reintegrating homeless Veterans into meaningful employment. Having a job is a key element to help them transition into a community and build a healthy, happy life.

Alongside our outreach programs, we operate two transitional living facilities that provide a stable environment for 30 Veterans. These Veterans Homes offer treatment through the local VA, and case managers to help Veterans return to independent living while they find housing and employment.

Veterans Served

We served more than 3,000 Veterans across our programs last year, as we provided housing assistance, rapid rehousing, employment services, and dedicated case management. We are proud to serve those who served this country.



978

Served through SSVF in Montana and Wyoming

88

Called our transitional housing programs home

1,503

Served through Veteran Outreach Program



Veterans like Mark often struggle to navigate the systems they rely on.

With your partnership, we walk alongside them through the process.

ONE VETERAN'S STORY

When Mark and his dog Deacon came to our office, they hadn't eaten in a week. We helped place them into emergency housing, procured Mark food assistance and, with the generous help of a local veterinarian, gave Deacon the care he needed.

Mark was a Veteran who traveled from Virginia to Wyoming in search of a better life. The journey had taken nearly everything he had, and the disability payments he was receiving for his service were still being sent to his old address in Virginia. He had nothing left but Deacon.

Thankfully, Mark was connected with our amazing staff. After securing shelter and food, the VOA team set to work helping Mark achieve his other goals.

"He's a real go-getter," says his case manager, who has been meeting with him regularly. "He really stuck to his goals."

Our staff worked together with Mark to open a bank account, set up direct deposit, and recover past checks that had been sent to the wrong address re-issued. With his income re-established, Mark bought a truck and got his driver's license.

He and Deacon have a roof over their heads and know where their next meal will come from. Mark still comes in almost regularly to visit the team and share encouragement to other Veterans.

"We became his family," says his case manager. "That's how it is with a lot of the Veterans we serve — you develop a relationship and they keep coming back to visit even after they've gotten help and have stability."

292 Children had safety and support when they needed it most.

90% of Youth Home kids successfully reunited with their families.

Our goal for 2023 is to serve



325

children through our youth services programs.

ONE KID'S STORY

When Dakota first came to the Independent Living program at Volunteers of America, he was struggling to live on his own. He did not know how to find a job, open a bank account, or how to buy groceries to prepare his own meals. The only food he could prepare for himself was microwavable and of low nutritional value. He did not know how to use public transportation and could not afford any other way of getting around.

Two short months later, Dakota was living in our income-based transitional Independent Living apartment. He had his own checking and savings account and a job he was excited to grow in. He was confident using public transportation and going to the grocery store on his own. He even worked with his case manager to find a new recipe each week, which they would cook together so he could learn to prepare nutritious meals for himself.

With these basics covered, Dakota set a big goal for himself: to save enough money to buy a car.

In January of 2022, just nine months after coming to the Independent Living program and a little over a year since the 18th birthday that found him so under prepared for adulthood, Dakota made his dream a reality.

Most of the money came from his hard-earned savings and, with a little financial support from VOA and encouragement from his case manager, Dakota achieved a goal that had once seemed unattainable and bought himself a car.

Dakota aged out of the foster care system with no one to turn to.

Until he found support from VOA partners like you.

YOUTH SERVICES

Because of you, children have a safe place to call home - and the number of children we can help each year continues to rise.

Volunteers of America Northern Rockies started serving children in Sheridan, WY more than 35 years ago. Today we operate youth homes in Sheridan and Rawlins, WY while also providing outreach services to young adults experiencing homelessness, helping them successfully transition to life on their own.

For families and youth in crisis, Milestones and Stepping Stones Youth Homes provide a structured environment that promotes social skills, stability, and education. Here kids also work with our caring staff to create and enact a plan for reintegration to their families or the community.

We are committed to helping children achieve their individual goals and become healthy and independent adults. A focus on accountability and social awareness helps youth

in our programs understand their choices, and encourages the development of skills that will serve them long after they leave.

Independent Living is a passion project for VOA. This heavily donor funded program teaches life skills to youth that have experienced homelessness or out of home placement. We work with them on employment, education, healthcare, and financial management skills, most of which are lacking in their lives.

These young adults develop a client centered service plan to accomplish their vision. Independent Living staff provide one-on-one mentorship and access to multiple community resources to help each individual achieve their goals.



91

Children housed
and cared for.

We have seen incredible growth through the addition of Stepping Stones Youth Home, and we look forward to bringing our Independent Living program to more communities in the region. VOA is committed to helping vulnerable kids find success in adulthood.

BEHAVIORAL HEALTH SERVICES

Your gifts bring hope and transformation to the lives of those struggling with addiction and mental health conditions.

At VOA we strive to help our clients become all that God intends for them to be living full lives. Whether in crisis or in need of long-term assistance, we offer love and support.

Our team of professional and highly trained staff work with each client to understand their mental health needs and barriers in their lives preventing them from living fully. With compassion and a commitment to excellence, we customize our approach to each individual to provide them with a continuum of care that is suited to their needs.

Volunteers of America Northern Rockies offers counseling and psychiatric services within ten locations across the 23 counties in Wyoming. For individuals struggling with their mental health, these services can have a huge impact on day-to-day life.

We also offer crisis stabilization and long-term housing, to help clients through every stage of their mental health journey.

Additionally, our Addiction Treatment programs are dedicated to serving individuals and families by providing comprehensive alcohol and drug treatment services. We offer a full continuum of care including assessment services, outpatient services, social detox services, and residential care.

Our residential treatment centers, The Gathering Place, Harmony House, and The Life House, celebrated an outstanding 77% successful graduation rate last year - compared to the national average of 43%. This is due in part to the Christian and Cultural Enhancement Programs made available to all clients who choose to participate.

628

Served through residential treatment.

77%

Residential treatment clients successfully graduated.

5,176

Outpatient mental health clients served.



76,418

Hours of outpatient mental health services provided.

Barbie's mental health suffered for a long time before she came to us.

With your support, we're making it easier to ask for help.



ONE PATIENT'S STORY

“People think it’s bad to say ‘I have mental health problems.’ I thought it meant that I was less-than, or weak. But it’s the same as if I broke my arm or my leg and it needed a cast. My mind and my heart needed a cast to heal from everything that was going on.”

Like many, Barbie’s mental health problems were exacerbated by a tragedy in her life. After her young granddaughter was murdered, she could not see a future for herself. “I’ve been depressed all my life,” Barbie says. “But I was angry. I could no longer think, I couldn’t do anything. It was paralyzing.”

Convinced that there was no other way out of her pain, Barbie attempted to take her own life. She spent five days in the ICU and was connected with the mental health resources available at Volunteers of America Northern Rockies. She has discovered what it feels like to take care of her mental health, and to work on healing from the trauma of her past.

At VOA, a team of people including peer specialists, therapists, case managers, nurses, and others work together to help each client along their unique men-

tal health journey. This team approach allows for a broader range of expertise in each case and ensures that the client feels heard and empowered as they undergo the tough task of working on their mental wellness.

We encourage you to remember the importance of good mental health. Check in with those around you and, more importantly, check in with yourself. Evaluate how your mental health is impacting your life, for better or worse, and be sure you know the resources that are available to help should a mental health crisis arise.

Barbie found hope at Volunteers of America Northern Rockies. She learned the importance of taking care of her mental health and got the support she needed to work through the struggles she was facing. More importantly, she learned that there is no shame in asking for help. We work together to create a culture that values mental health care and encourages people to seek help when they need it with no shame attached.

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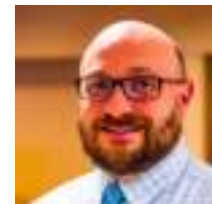
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*Check out our Empty Bowl fundraisers in
Billings, Cheyenne, Rapid City, and Sheridan.*

VOANR.org/EmptyBowl



From the Desk of John Muecke



This past year you made it possible for us to impact the lives of more than 15,500 men, women, and families in need. The Board of Directors is committed to strong stewardship of our resources, allowing us to serve our neighbors in need across Montana, Wyoming, and Western South Dakota. The strategic leadership of the board has provided a road map of continued growth under a new Mission, Vision, and Values.

Mission: We serve to harness hope and re-shape futures through a faith-based ministry.

Vision: Everyone living in the fullness of a healthy body, mind, and spirit.

Values: Servant Leadership demonstrated through Compassion, Respect, Excellence, Communication, and Integrity.

Our growth this year is a result of an organizational commitment to deep mission impact, and it all starts with our donors and funders. Because you value the good work being done by VOA, we are able to impact the lives of those we serve. The impact doesn't end with our clients. Your support transforms the lives of families and communities as clients leave VOA empowered and full of hope for a better future.

The VOA board volunteers their time to govern the organization, and 100% of our board members contribute financially to the mission. I am proud to report that in Fiscal Year 2022 our supporters made it possible to provide in excess of \$40 million in services across our region.

As we begin a new fiscal year, VOA is positioned to continue increasing our impact as we work together towards our vision for the future. 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,

A handwritten signature in black ink that reads "John Muecke". The signature is written in a cursive style.

John Muecke
Board Chair

p.s. On a personal note I want to share the immense Blessing it is to also serve as a volunteer faith coach in the VOA Ministry. Know that your increased funding of our ministry is allowing God's work to be done across the organization.



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