

ANNUAL  
REPORT 2020



Volunteers  
of America®  
NORTHERN ROCKIES

## JEFF HOLSINGER - CHIEF EXECUTIVE OFFICER

I never imagined that this year would bring a worldwide pandemic. The disruption caused by COVID-19 has affected all of us regardless of the barriers we seem to put in place. Volunteers of America Northern Rockies did what I hope you would have expected from this organization. We continued to serve the most vulnerable people with compassion and excellence. Our amazing staff rose to the occasion, often putting themselves in harm's way day in and day out to help those in need. In April it became apparent that the pandemic would have a devastating effect on many of our communities. We quickly put together an appeal to many of our donors to help feed, shelter and clothe those in need. Our supporters responded with generosity and expedience. **We raised more than \$460,000 that resulted in the distribution of 170,000 pounds of food throughout communities in Montana, Wyoming and Western South Dakota.** Alongside this emergency

support, we adapted program procedures quickly to maintain the safe delivery of all our essential services, both residential and nonresidential. Protecting our staff and those we serve has been our highest priority.

**12,256**

*Individuals served last year*

Our volunteers have remained as vital team members to our programs, supporting our 220-professional staff. Weekly distribution of emergency boxes required countless hours of coordination, packing, and dispersing to multiple sites largely handled by our volunteers. **Simultaneously, our volunteer Faith Coaches serving the spiritual needs of patients in our residential treatment programs were able to adapt strategies and practices to virtual platforms.** Our volunteer board of directors began virtual meetings allowing for strong board engagement regarding organizational governance and oversight, as in person meetings were not an option. Even now we are expanding our volunteer base to support the seniors in our HUD 202 low-income apartments who are lonely and feeling isolated. It is no secret that this



year has created more mental and spiritual deprivation than we have seen in a long time. The services we provide are essential in sustaining the minds, bodies, and spirits of those we serve.

I can proudly say that our affiliate served with excellence in the face of adversity without compromising the quality or integrity of our programs. **I want to leave you with my heartfelt gratitude for the support, encouragement and prayers so many of you have provided.** We continually face God sized problems that need God sized solutions. The volunteers, staff, funders and donors who find their way to Volunteers of America are all answers to prayers.

God Bless You,



**Our Mission – “To compassionately serve and strengthen individuals by empowering them to build healthy and happy lives.”**



## DEL ACKER - CHAIR OF THE BOARD

As we close out this program year at Volunteers of America amid an ongoing worldwide pandemic, I look back on the significant challenges that were presented to all Americans, but also consider the resulting impact experienced by the vulnerable community members we serve. Individuals and families already addressing employment challenges, homelessness, addiction, and mental health issues saw their vulnerabilities increase and need for our assistance elevate dramatically.

**I have been proud, humbled and in awe of our committed Volunteers of America team; both paid staff members and volunteers, that worked tirelessly to administer our programs with excellence amid staff shortages and client illnesses related to the pandemic, often putting their personal lives on hold and putting themselves at risk.**

While other organizations reduced or closed services, I am pleased to report that Volunteers of America maintained full operation of all essential services and programs. However, a very difficult decision awaited one of our elective programs. With heavy hearts, the board chose to cancel Camp POSTCARD in Montana, Wyoming, and Western South Dakota for 2020 and 2021. While camp has been in existence for over 17 years, the pandemic made it impossible for our staff and law enforcement partners to safely serve local 5th and 6th

grade students. Camp remains a high priority for our organization as one of the true success stories for early intervention related to delinquency, drug use, and suicide awareness. We look forward to reengaging Camp POSTCARD in future years.

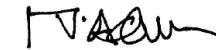
The organizations' three-year strategic plan had a great deal of groundwork laid this year despite fiscal and operational uncertainty. I am proud of the competency of our staff and the commitment by our board to execute and support such an aggressive plan, which focuses on the following initiatives:

- 1) Increase the number of people served
- 2) Expand the leadership capacity of the organization
- 3) Significantly increase organizational revenue
- 4) Cultivate human capital



Finally, it is my honor to thank our donors for their support and commitment to those we serve. We are humbled by their generosity and remain vigilant with our stewardship of each gift. **I am also pleased to announce that once again our board of directors personally supported the organization through 100% board giving.** This commitment is one we take seriously, and this year it allowed the organization to receive a \$10,000 gift from our National Office. Donor support is vital to the services of Volunteers of America. I have seen firsthand the impact of mothers being able to feed and clothe their children. I have witnessed the hope of sobriety given to men and women. And I have seen how a second chance can renew dignity and self-worth. **Again, this year, over 10,000 individuals have been positively impacted by our organization. Volunteers of America is proud of the essential role we fulfill by serving our region's most vulnerable populations. We could not do it without you.**

God bless you and be safe.



Del Acker - Sheridan, WY

*Board Chair*

John Muecke - Sheridan, WY

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Ric Paul - Spearfish, SD

*Treasurer*

Bill Sousa - Big Horn, WY

*Secretary*

Jeff Holsinger - Sheridan, WY

*Chief Executive Officer*

**I am pleased to report that Volunteers of America maintained full operation of all essential services and programs.**

Myles Kennedy - Spearfish, SD

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Sue Osborn - Sheridan, WY

Margaret Prahl - Custer, SD

Cliff Root - Sheridan, WY

Karl Rude - Billings, MT

Barb Skelton - Billings, MT

Helen Warpness - Riverton, WY

**2,873**

*Veterans served with honor through our programs*

# FINANCIAL REVIEW



## RIC PAUL - BOARD TREASURER

The 2020 fiscal year continued to focus upon stability and excellence within our programs.

Revenue for the year of approximately \$21 million includes \$ 1.8 million from four low income senior housing programs that are contained within our National office's portfolio. **The affiliate provided approximately \$20.7 million in services across three states and was entrusted with \$1.74 million in cash and in-kind contributions.** Contracts and grants totaling \$15.4 million and program service fees of approximately \$2 million ensure that we have maximum impact across our chartered territory.

Personnel expenses for our 220 dedicated employees represent 56% of the total expenses for the year and continues to align perfectly with trends of comparable human service organizations. All expenses are closely monitored to ensure good stewardship over the funds entrusted to us.

**Eighty-eight cents of every dollar go directly into programming and client care for the 12,256 clients served this year.**

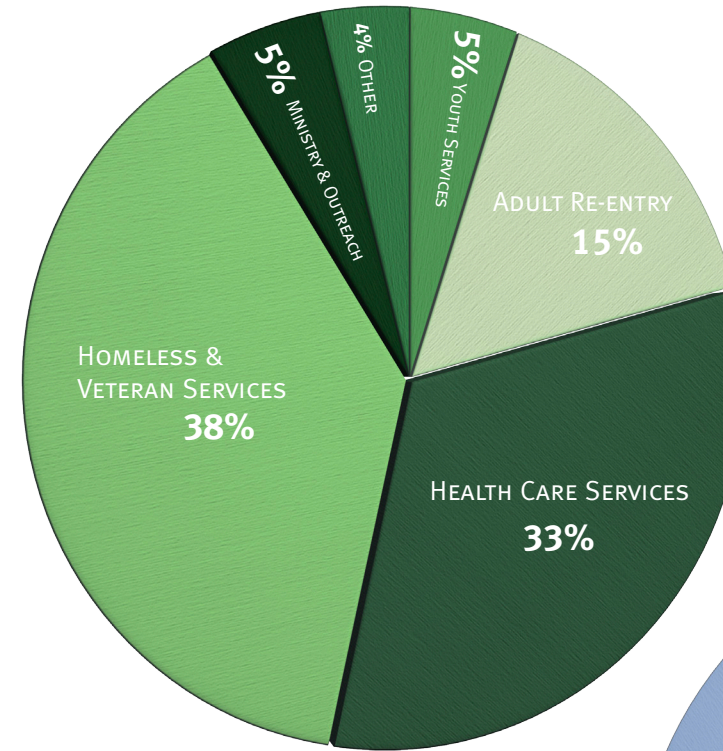
Our annual independent audit is conducted by Plante & Moran, PLLC. A copy of the annual audit is posted on our website.

On behalf of the Finance Committee and the Board of Directors, please accept our gratitude for your continued support of the work we do with those in need. We can't imagine doing anything else.

Sincerely,

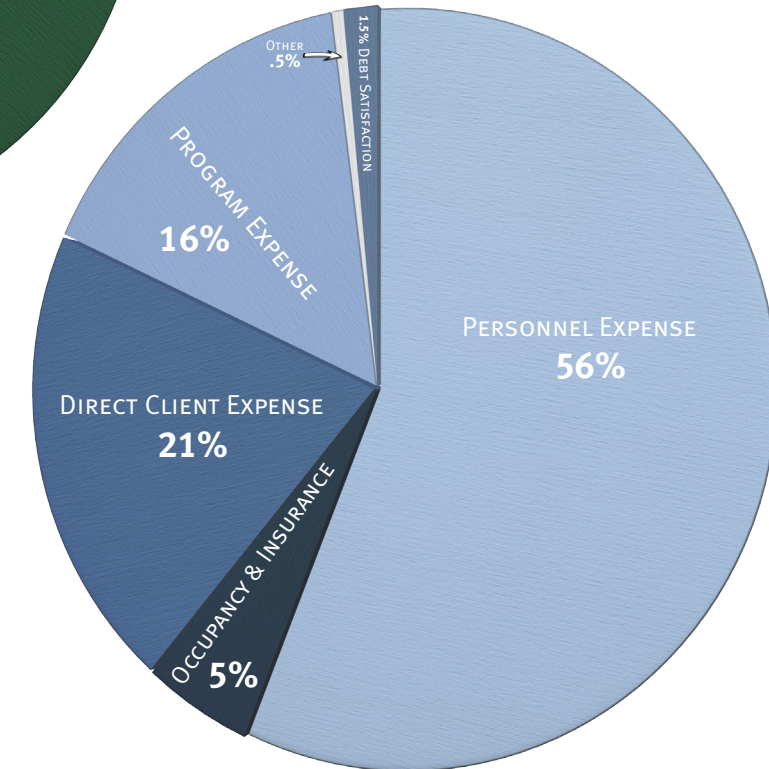
*\$1.74 Million in Cash & In-kind Donations*

## REVENUES \$19,167,488



100% OF OUR COSTS SUPPORT OUR MISSION

## EXPENSES \$19,137,574



**220**

Employees

**12,256**

Individuals served



# FINANCIAL CONTRIBUTORS



Cumulative cash donations received between July 1, 2019 and June 30, 2020

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

## CHAMPIONS

Daniels Fund  
Seven Pillars Foundation

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**\$50,000 +**

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Ruth Pruitt Phillips Foundation  
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**\$15,000 - \$49,999**

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**502**  
*In residence each night*

**143** *Kids Got Help Transitioning to Life on their Own Through Independent Living*

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230

*Low-income Seniors had a Home*

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 Paula Zavitz  
 Morris B. and Connie L. Zempel

# OUTSTANDING COMMUNITY PARTNER

For more than a decade, Tom & Joan Scott of IXL Ranch, have been committed supporters of Volunteers of America Northern Rockies. When COVID-19 began to negatively impact our communities, Tom and Joan wanted to help feed and shelter those in need. They immediately supported our initiative to distribute over 170,000 pounds of food across Wyoming, Montana, and Western South Dakota. Over the years, their generosity has marked them as donors within our Lifetime Giving Community Leadership Circle. This is a fitting tribute to a couple with a heart for philanthropy.

Tom Scott passed away peacefully at his home in June 2020. We will miss his wise counsel, room warming smile, and his compassionate heart. Joan and Tom's support to those in need has helped move hundreds of individuals and families from instability to living full and productive lives. Thank you, Tom, for your kindness and care supporting our mission over many years. You will be missed.

We are proud to honor Tom and Joan Scott this year as our Outstanding Community Partners for their unwavering commitment to Volunteers of America. We remain grateful and humbled by your generosity, care, and love.



Tom & Joan Scott

# 2,334

*Families with young children had the diapers and formula they needed thanks to Mommy's Closet*



# LIFETIME DONORS



## BALLINGTON BOOTH LEADERSHIP CIRCLE

\$500,000 +

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Joe & Arlene Watt Foundation

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Once Upon A Child  
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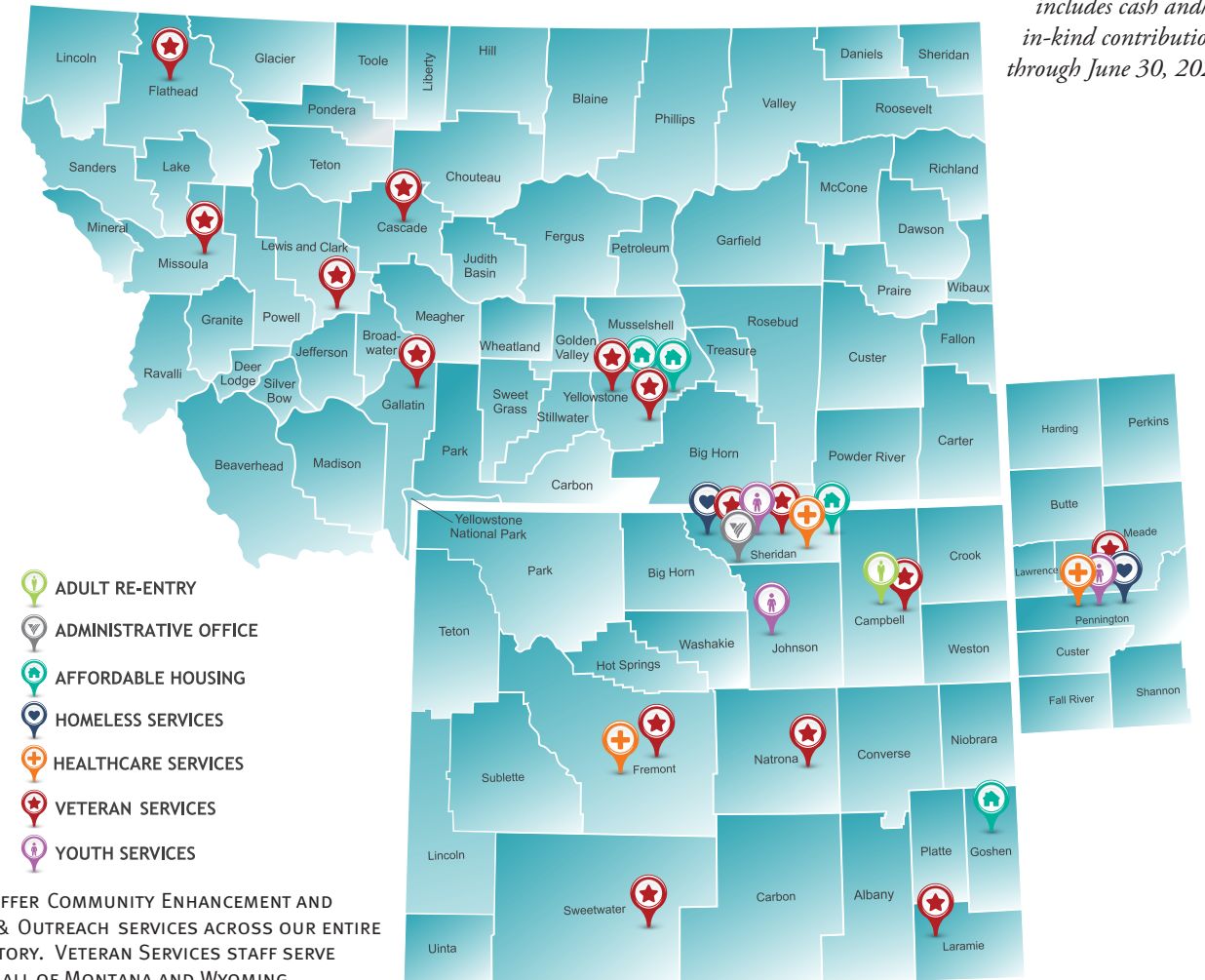
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Foundation

*Lifetime Donors  
includes cash and/or  
in-kind contributions  
through June 30, 2020*





# ANNUAL REPORT 2020



1876 S. Sheridan Avenue  
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