



*to reach and uplift*

**2018**  
ANNUAL REPORT



MASSACHUSETTS

Dear Friends,



I came to the Human Services sector in the mid 1970's out of my conviction to improve the quality of life for vulnerable people. Now, after a long and rewarding career with Volunteers of America I am resolved to move on and retire as President/CEO.

I am still very much committed to reaching out and helping where at all possible and I believe that this desire and ambition is noble and as worthy now as it has always been. The work is challenging to say the least and at times can seem downright impossible to achieve good outcomes. However, it is no less virtuous and even in its darkest moments, somehow, incredibly inspiring.

Human service is increasingly complex, daunting and mysterious. And thus, there lies the fascinating and energizing experience of our trade. The intrinsic rewards are both amazing and exactly what the purpose-driven individual seeks. The financial benefit is more often disappointing but at the end of most days you are soulfully satisfied. One is so often inspired by the will and human nature that can conquer hardship.

As an addictions and mental health treatment provider we see the frustration, the damage and injustice inherent in society. But also the inspiration of both those that help and those that overcome hardship and pain. There is truly something morally fundamental in accepting responsibility to fight for another person's life to be better. And thereby come to believe that you are making a difference in the cosmic greater good.

I believe life everywhere is hard, complicated and stubbornly resistant to change. And although you see suffering up close, at the end of the day the cause is just, honest and true. Your purpose is fulfilled and just maybe you've created something sustainable and everlasting.

Sincerely,

Thomas Bierbaum  
CEO and President

## Our Mission

Volunteers of America  
Massachusetts is a  
non-profit organization  
dedicated to serving those  
most in need, especially  
the vulnerable, the hardest  
to serve, and those facing  
multiple challenges.

Our work touches  
the mind, body, heart,  
and spirit of those  
we serve, integrating  
deep compassion  
with highly  
effective programs  
and services.

## Programs and Services

*servicing more than 2,500 individuals and families*

**Hello House for Men** and **Hello House for Women** are adult residential recovery programs providing a comprehensive, holistic treatment for those coping with drug addiction and alcoholism. These programs are licensed by the Massachusetts Department of Public Health.

**Transitional Independent Living (Aftercare)** Piloted in 2018, expanded aftercare service provides residential aftercare for Hello House graduates. Transitional Independent Living provides eight treatment beds for clients up to 12 months of care, that includes safe and secure housing, treatment, case management, and a positive peer-to-peer environment.

**The Family Center**, located in Taunton and Quincy, offers mental health and substance use counseling for individuals and families.

**Massachusetts Bay Veterans Center** provides transitional and permanent housing to homeless veterans, while offering a variety of resources to help support self-sufficiency.

**Supportive Services for Veteran Families** focuses on preventing homelessness among low-income veterans and their families through case management services, financial planning, employment program referrals, healthcare and counseling referrals, and financial assistance.

**Veterans Employment Network** provides much needed case management services to veterans, including connecting employment opportunities, working on establishing career paths, and making referrals for counseling, housing, and healthcare.

**Homeless Veterans Reintegration Program** provides services to assist homeless veterans secure meaningful employment while addressing the complex challenges of homelessness.

**Incarcerated Veterans Transition Program** provides case management and employment-focused training to incarcerated veterans to assist with their transition upon reentry.

**C-Tech** is a pre-release job training program for incarcerated persons operating out of the Essex County House of Corrections that provide technology-based career training.

**Pathways to Justice Careers** provides mentoring, pro-social groups, training, internships, and experiential learning for high-risk high school students interested in careers in law, law enforcement, fire protection, and emergency medical services.

**Justice Mental Health Collaborative Program (JMHCPC)** is a collaborative effort between the Essex County Sheriff's Department and Volunteers of America Massachusetts. This program is designed to divert individuals diagnosed with mental health and substance abuse co-occurring disorders from incarceration to comprehensive and individualized treatment.

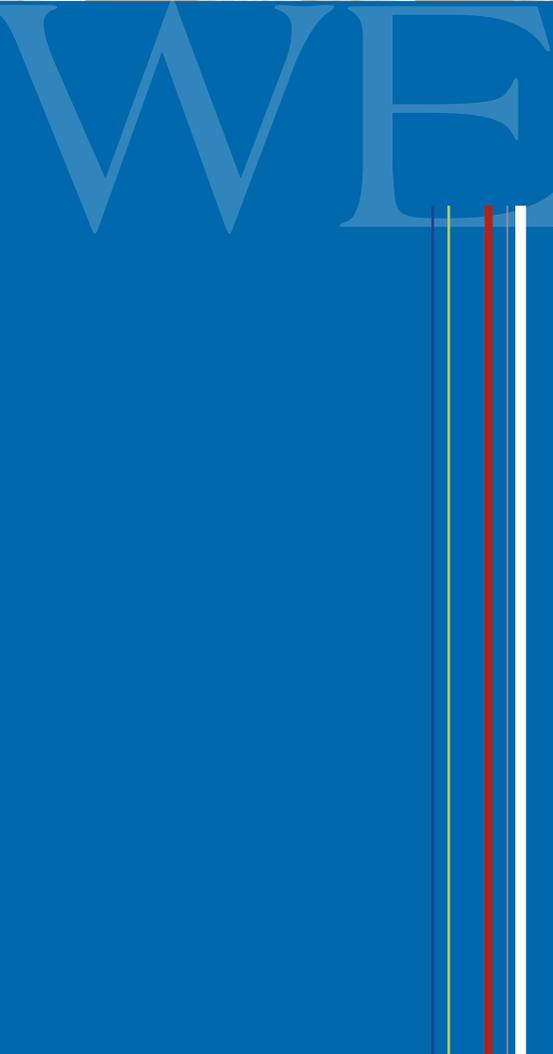
**Senior Assisted Living** communities Nashoba Park, Concord Park, and Forestdale Park offer both independent living and personalized assisted living, featuring memory care.



**We are** clients. We are clinicians, case workers, and other professionals. We are organizational leaders and Board Directors. We are community partners. We are volunteers, supporters, and friends. We are neighbors. We are your neighbor.

**We come** together to serve those most in need. In difficult times we rally behind our clients and make our own headwinds collaborating across all channels in the community. Our success is anchored the huge hearts of our professionally skilled staff, leadership that intersects faith, vision, and effective governance, and compassionate friends and generous donors who understand why we matter.

**We are** an indelible mark in Massachusetts' history and part of its bright future. Our faces – the many people who make up Volunteers of America - are woven across the very best we give to each other towards a greater purpose. Thank you for joining with us.



### Your support is making a difference... highlights from this past year

- Launched eight bed treatment transitional aftercare residential program with 80% successful transitions in pilot year
- 98% of homeless veterans received job training with 61% placed into employment earning an average of \$15/hr
- to Assisted 300 veteran-led families from becoming homeless
- Provided more than 10,000 hours of therapy
- Less than 1 in 5 clients in residential services left programming early (defined as less than one month); average client stay 96 days.
- Enrolled more than 220 incarcerated adults in certificate training for in-demand technology careers



“I couldn’t do any of this without Hello House. I know the numbers. Most addicts relapse. But now I have the tools and a network.”  
– *Tim, Former Client*

“I come to work every day knowing I’m on the side of good to change lives where once there was pain and chaos.”  
– *Mark, Staff*

“Substance Abuse Disorder is the major public health crisis of our era. People caught up (with this) need intensive, prolonged and holistic assistance as they learn to live productive lives. Volunteers of America of Massachusetts actively responds to their needs, develops admirable programs, and provides best practices care. VOA programs fill a vital need in our communities. We’re grateful for their dedication.”  
– *Tom Hirschfeld, a Cummings Foundation Site Visitor*

# Recovery is for life.

Substance abuse treatment is not played out over nine innings. There are no time outs with a mental health disorder. There will be set backs, if not many. Before someone with substance abuse and mental health disorders can return home or begin a journey towards a new home there must first be the presence of real change. Addiction, mental health disorders, and the many problems that are born from these disorders – chronic unemployment, family separation, and homelessness – turn lives into complicated knots. Recovery is to repair.

Our work is to help untangle these knots and smooth out the threads so it's possible to return to family, work, to the rest of our lives. VOA walks the talk about truth – we share our client's pain and heartbreak. We help clients find their motivation. The knot loosens. Air gets inside. Light breaks through. We meet each client where they are at and begin to guide them through the stages of change. We know that each client is unique and therefore each person has his or her own recovery plan - a plan defined by goals, a map to achieve these goals, and the support of staff and peers to help every day. Volunteers of America provide harm-reduction and trauma-informed care that emphasizes personal growth, coping, and decision-making skills. There is no easy road. We are all long distance runners. Recovery is for life.



## In Their Words

“Before coming to the Hello House I was in several programs including five years on Boston streets, alleys, hallways, shelters, and vacant buildings...but since coming to Volunteers of America I have gained a keen awareness of self and better love and respect... I wouldn't trade this for anything....”



“I started as a social drinker in my teens and enjoyed the feeling of euphoria... (I thought) it was a harmless social activity....I always worked and supported my family.....then I was injured and knew opioids was not sustainable so I self-medicated with vodka...up to ½ gallon a day until vomiting blood... I then found a safety net – Volunteers of America, which is a huge part of my recovery....I am now four months sober....”





I was sick and tired  
Of doing the same  
Thing over and over.  
Trying to lift this heavy  
weight  
From off my shoulders.  
I should have told ya  
Before it got to this point  
it exploded  
I put the gun to my head  
**That gun was loaded...**

“We grew up poor, single mother household...my mother god bless her was a good mother and **SHE DIED BEFORE HER TIME**....I was already dealing drug and paid for her funeral, she would have been mad if she knew...I was 19 years old and my daughter was still in the womb....before she was born I got sentenced to two years for my **first of a series of drug offenses**....after released I was back to dealing....I first did ecstasy and felt like bionic man....in my mid-20's I then got into cocaine...after my second daughter was born I developed a gambling addiction....**LOST RENT MONEY**....it was 2007 and I left my daughter with younger brother to see my friend who was detoxing from heroin...as I was walking a cop was following me. I began running. I had **fifteen rocks of crack in my pockets** so I ran until I could swallow them all....on the ground I was cuffed....I was devastated not being able to tell my baby girl good bye again....I let her down....**SENTENCED TO THREE YEARS**...released and working...met love of my life and had third daughter....new start....then got hooked on Percocet and led me to heroin. **3 overdoses in 4 months**....was working and driving the company truck and drinking...failed breathalyzer....that sentence was the best thing that ever happened to me....**WITHDRAWALS WERE HORRIFYING** could not eat move sleep for 3 weeks and then depression sets in....but then a month later I started to get a 'lil clearer....**And then I got into the Hello House**....attended meetings and participating in groups....by 6 months more clear and by 8 months I was **feeling normal again**. Here I am, 10 months later **FEELING GOOD AND HAPPY**. The journey is far from over **because recovery is a life-long process**.  
God bless you all and keep your head up.”

“VOA Massachusetts is an inspiration because of its dedication to the mission of compassion. Whether it's through programs for youth, veterans or seniors, this is an organization that recognizes the person before the problem, and the human, rather than the label. I'm honored to continue to serve as a member of this board for nearly a decade.”

– *Ashwini Nadkarni, M.D.*

“My time with VOA of Massachusetts has been transformative. Having worked for two programs and witnessed the integration of community and connection I feel grateful to be a part of a compassion centered organization that values mental and emotional wellness.”

– *Jess, Staff*



## Assisted Living Communities: *Dignified Living*

“It took a little time to adjust but I have all the time in the world. I keep active and have friends. This is a very social place. I mingle. I figured out I could live here happily.”  
– Margaret, 91, Resident at Concord Park

**Concord Park**, conveniently located in the heart of West Concord Village, offers local seniors gracious accommodations, a full range of assisted living services and many amenities. Concord Park also features a specialized residential program designed to serve seniors with Alzheimer’s disease and related dementias.

**Nashoba Park** Assisted Living community is a historic renovation of the beloved former Ayer Community Hospital with 73 assisted living apartments. It is nestled in the heart of the Historic District on the hilltop just above downtown Ayer. Nashoba Park offers local seniors gracious accommodations, a full range of supportive services and many amenities at reasonable monthly rates

**Forestdale Park**, located at the site of Malden’s former McFadden Manor, opened in 2008 and is the newest Volunteers of America of Massachusetts Senior Residence. The community features Independent Living apartments, studios and one bedroom Assisted Living apartments that feature both our Enriched LIFE programming for traditional residents and our Connected LIFE programming for those with early symptoms of memory loss. Forestdale Park also accommodates 18 seniors in the state-of-the-art Compass Memory Support Neighborhood® which specializes in holistically treating the symptoms of cognitive issues including Alzheimer’s disease and related dementias.



## What Maud Knew

Maud Booth, co-founder of Volunteers of America, knew the power behind the actions in her statement,

*I will help you over the rough places  
but I will not carry you.*

And she inspired thousands to act...and share in this work.

**PLEASE GIVE A GIFT TODAY!**



We are grateful to you, our donors, and all our friends, old and new for sharing in this work. We ask you to please stand with us again.

**Make a Difference Today!**

Send your Gift by Mail: **441 Centre St., Jamaica Plain, MA 02130**

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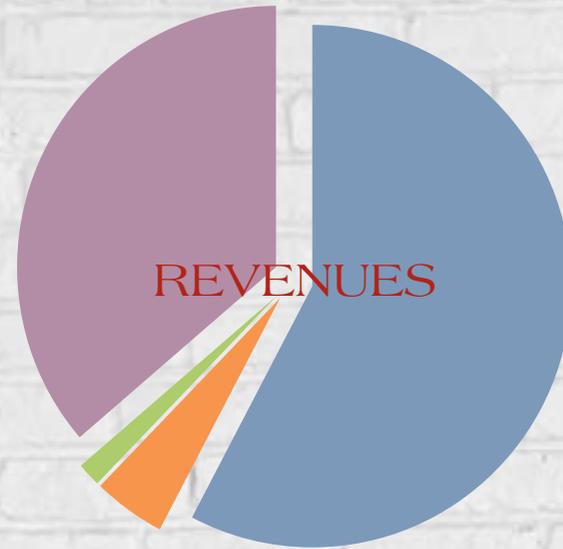
# Statement of Financial Position

## REVENUES

Private & Other	\$ 8,977,800
Investments	\$ 705,599
Contributions	\$ 229,632
Government Fees	\$ 5,648,821
	<hr/>
	\$ 15,561,852

## EXPENSES

Adult Substance Abuse Treatment	\$ 1,989,634
Adolescent	\$ 273,908
Mental Health Services	\$ 866,806
Veterans Programs	\$ 2,398,177
Administration	\$ 1,590,269
Fund Raising	\$ 246,123
Assisted Living & Senior Services	\$ 7,492,666
	<hr/>
	\$ 14,857,583



ASSETS	2017	2018
Cash	\$4,461,285	\$4,461,285
Investments	\$3,159,591	\$3,159,591
A/R	\$348,032	\$348,032
Prepaid Expenses	\$69,482	\$69,482
Other Assets	\$31,087,443	\$31,087,443
<b>TOTAL ASSETS</b>	<b>\$39,125,832</b>	<b>\$39,125,832</b>

LIABILITIES & FUND BALANCE	2017	2018
AP & Accrued Exp	\$3,358,359	\$2,633,466
Notes/Loan Payable	\$25,520,005	\$37,400,890
Line of Credit	-	-
Other Liabilities	\$335,750	\$342,674
Total Liabilities	\$29,214,114	\$40,377,030
Fund Balance	\$9,911,719	\$10,590,764
<b>TOTAL LIABILITY &amp; FUND BALANCE</b>	<b>\$39,125,833</b>	<b>\$50,967,794</b>



# DONORS

Please join Volunteers of America of Massachusetts Board of Directors and staff as we recognize the generous contributions of our many donors. Thank you for being part of this work, our mission, and a promise to not give up on those in need no matter how hard it becomes.

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