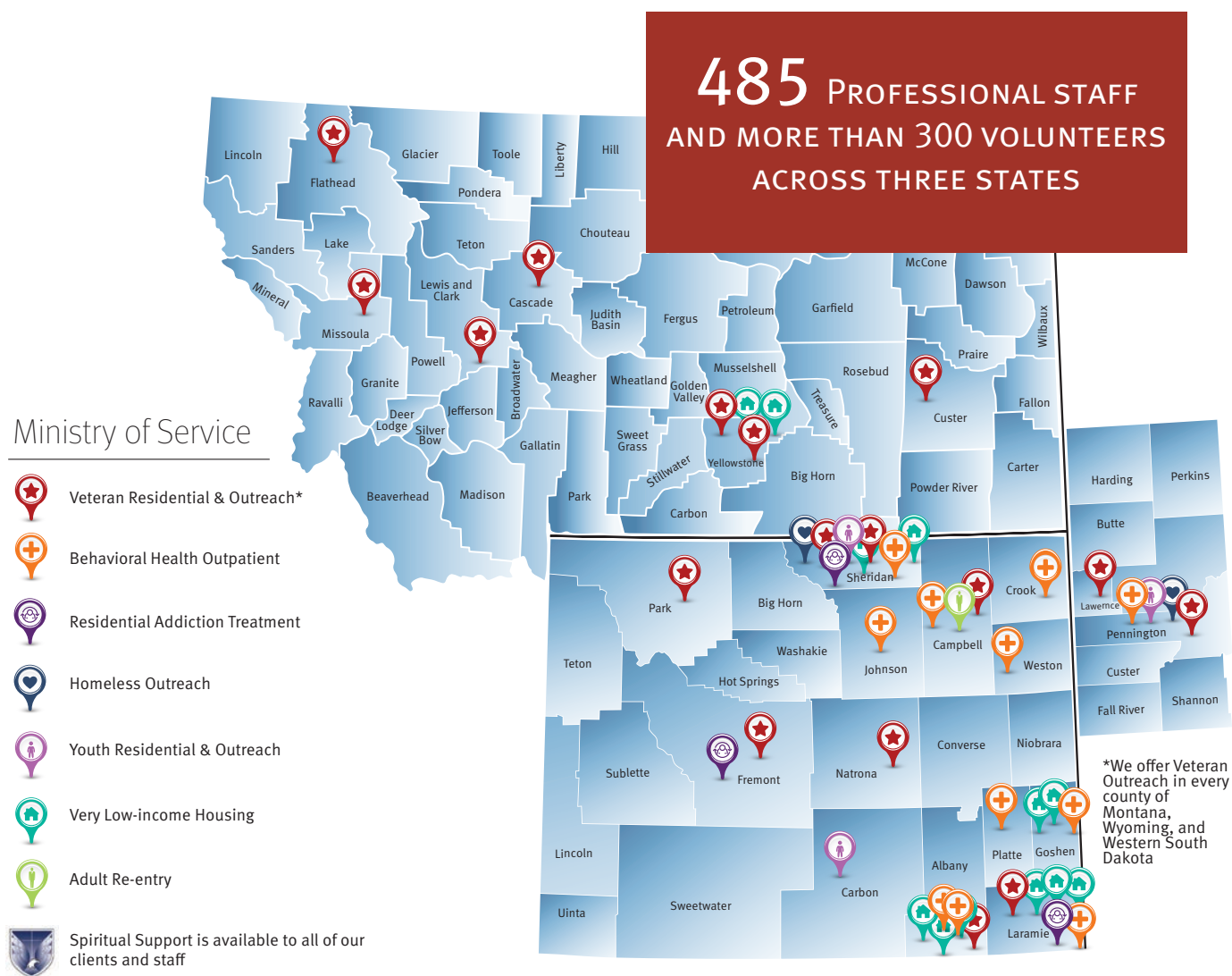


24



VOA
NORTHERN
ROCKIES

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.

10,065

Individual futures re-shaped through VOA last year

280,217

Days of compassionate care provided for our neighbors in need



Jeff Holsinger, CEO

As I reflect on the accomplishments VOA made in 2024, I am filled with gratitude for you, the donors and stakeholders, who enabled us to achieve tremendous mission impact. Together, we re-shaped the futures of 10,065 individuals and families, while also building a strong foundation for continued excellence in service delivery. I am excited about the opportunities ahead to deepen our mission impact, helping the most vulnerable individuals.

We provided more than 280,000 days of compassionate care for our neighbors in need across Montana, Wyoming, and Western South Dakota. Your generosity is changing the lives of individuals, families, and even generations.

Our combined efforts, along with God's abundant blessings, raised in excess of \$16.5 million to fund critical capital projects across the region that will enhance and expand service delivery for years to come. This accomplishment would not have been possible without unwavering support from our board, executive leadership, staff, and generous donors like you.

As Wyoming's leader in behavioral health care, VOA delivers compassionate, comprehensive services that empower individuals to fully embrace a healthy body, mind, and spirit. Our approach balances physical, mental, and spiritual well-being, ensuring that clients receive holistic support that promotes recovery, resilience, and community reintegration.

This year, we prioritized becoming an employer of choice as a strategic initiative. Providing personal and professional development opportunities to staff, along with significant technological investments to promote employee retention and engagement. As we continue to adapt to the evolving needs of both clients and staff, VOA remains committed to optimizing service delivery while fostering a culture of servant leadership.

I am excited about the opportunities ahead to deepen our mission impact, helping the most vulnerable individuals.

We are grateful for your support and partnership, which makes a lasting difference in the lives of those in need. Thank you for being an integral part of the VOA family.

Warm regards,



Jeff Holsinger
CEO, VOA Northern Rockies

Veteran Residential & Outreach



VOA believes every Veteran deserves dignity and respect. Driven by our commitment to uplift those who have bravely served our country, VOA's Veteran Services programs empower Veterans, helping them reclaim their lives and embrace promising futures, moving beyond mere handouts to meaningful support and opportunities.

Veteran Housing Services

Supportive Services for Veteran Families helps Veterans experiencing a housing crisis across all of Montana and Wyoming. Housing is the foundation of employment and reintegration. Eligible Veterans receive case management, short-term financial assistance, and referrals to Department of Veterans Affairs and other community resources. The program is focused on helping Veterans and their families find and maintain permanent housing.

Veteran Employment Services

The Homeless Veterans' Reintegration Program is an employment-focused program for homeless Veterans, supported by the Department of Labor. The program helps homeless Veterans achieve gainful, long-term, and meaningful employment. We provide a network that ensures a continuum of care to address gaps in service and helps Veterans find and stay employed by working with community service providers and employers.



1,785

Veterans found hope and stability through VOA last year



77%

Veterans successfully exited our programs with stable income and housing

Suicide Prevention - Moral Distress

VOA's Moral Injury Programs provide community-based upstream suicide prevention with funding from The Staff Sergeant Parker Gordon Fox Suicide Prevention Grant. We meet the needs of Veterans, Service Members, and their families with peer-lead groups, outreach, education, workshops, and retreats that provide connection and new hope for Veterans across Montana, Wyoming, and Western South Dakota.

Veteran Transitional Housing

We operate two transitional living facilities; Independence Hall in Billings, Montana and Freedom Hall in Sheridan, Wyoming. These facilities create supportive environments where Veterans have a safe and secure place to call home while they prepare to transition into permanent housing.

Behavioral Health



Our goal is to empower clients to become better versions of themselves. For those facing a crisis, addiction, or in need of long-term mental health assistance, we are here to provide tailored support for clients of all ages.

VOA’s continuum of care includes a wide range of behavioral health services, from outpatient therapy to residential addiction treatment.

Counseling Services

Counseling services help individuals of all ages with a range of supportive options:

Individual Therapy: Personalized sessions focused on specific mental health challenges.

Family Therapy: Help for families navigating dynamics and conflicts, fostering communication and support.

Group Therapy: Sessions that allow individuals to connect with others facing similar challenges, promoting shared experiences and strategies.

Psychiatry Services

Psychiatry services are crucial for individuals requiring medication management and holistic care. Our trained psychiatrists work closely with clients to:

Assess Needs: Comprehensive evaluations to determine the best treatment approach.

Medication Management: Ongoing supervision and adjustments to medication as needed to ensure optimal mental health.

Supportive Housing

As a vital component of our mental health continuum of care, we proudly operate transitional living facilities in Wyoming. Providing housing and comprehensive case management to promote the development of independent living skills.

Residential Addiction Treatment

Addiction treatment programs rebuild lives by providing comprehensive alcohol and drug treatment services to individuals, families, and communities. We offer a full continuum of care, which includes assessment services, outpatient treatment, social detox, and residential care, ensuring that all aspects of recovery are addressed to support lasting change.

The Gathering Place: Residential treatment center that offers substance abuse treatment to women in Sheridan, Wyoming.

The Life House & Harmony House: Residential treatment centers that offer substance abuse treatment to men in Sheridan and Cheyenne, Wyoming.

Center of Hope: Offers three days of close observation, as well as 14 days of social detoxification, and as many as three months of transitional living for those on their recovery journey in Riverton, Wyoming.

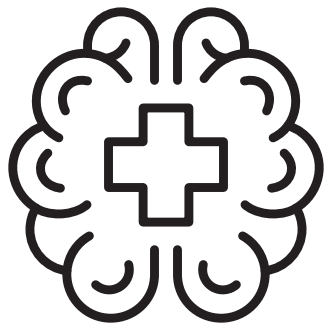
Recovery Homes: Provide men and women a safe and structured living environment for individuals who are self-sustaining, but require a minimal level of support and assistance to maintain recovery from alcohol, drug, or gambling abuse.

Sub-acute Crisis Stabilization

When mental health concerns escalate, our crisis stabilization services offer immediate assistance through Serenity Place with locations in Sheridan and Cheyenne, Wyoming. These facilities provide a safe environment for individuals in crisis, focusing on stabilization and then helping to transition clients to the next appropriate level of care.

4,800

Individuals served through our behavioral health outpatient & residential addiction treatment programs



72%

Successfully graduated from VOA’s residential addiction treatment

**National Average is 49%*

Eric's Story

Eric, a Veteran who served three deployments between Iraq and Afghanistan, faced challenges many cannot imagine. His journey with VOA began through a simple conversation at the local Veterans hall, where organizations gather to connect and support those who have served. A friend introduced him to a VOA Moral Injury Specialist, and from there, Eric's life started to shift in a meaningful way.

Eric was living sparsely in a small, apartment that barely felt like a home. The walls echoed the solitude that defined Eric's life. His space reflected a struggle with underhousing, where basic comforts were sacrificed for survival. Despite the challenges he faced, there was a quiet resilience in Eric, hinting at hopes for a future that transcended the confines of his current existence.

Eric attended a VOA Moral Injury retreat in Ten Sleep, Wyoming, a transformative experience which helped him to open up about the moral injuries he carried from his service. "I met some cool people and was able to open up about some of the moral injury," Eric shared. The

retreat not only provided a safe space for Eric to process his experiences but also introduced him to a community that understood the unique challenges Veterans face.

After the retreat, VOA reached out to Eric with an opportunity to serve others. Though he initially hesitated, Eric decided to become an instructor for a moral injury group. "I like helping people—any way I can," he explained. For Eric, helping others meant more than just lending a hand; it meant creating a space where Veterans could share and heal.

He underwent training to become an instructor and began facilitating groups in Lander, Wyoming. While that first group faced challenges, Eric gained valuable insights. "What I learned is that often, when we want to quit and simply isolate ... I think we really need to do the work and push through – because there is hope on the other side," he reflected, emphasizing the importance of persistence and adaptability in creating meaningful support systems.



Eric's involvement with VOA has had a profound impact on his own life. "Before the retreat, I often felt the need to isolate," he admitted. Through the retreat and his role as an instructor, he's seen positive changes in himself, including a greater willingness to connect with others.

When asked what he would say to other Veterans hesitant to seek help, Eric highlighted the supportive and inclusive nature of VOA. He recalled attending a town hall-style forum, where he shared his experiences and answered questions from the community. "That was really beneficial—explaining the program but also sharing firsthand experience," he said.

Eric appreciates the genuine care and compassion he's encountered through VOA.

"The people are very friendly; they truly care," he said. Eric noted that VOA's Christian-based approach is never forceful. As someone who identifies as more spiritual than religious, this inclusive attitude resonated deeply with him.

Eric's journey with VOA demonstrates the power of community, understanding, and a willingness to take the first step toward healing.

His story is a testament to the incredible resilience of Veterans and the life-changing impact of VOA's Moral Injury Program.

By opening up, helping others, and embracing the support around him, Eric has not only found his own path to healing but has also become a guiding light for others.

179



80%

Veterans considering suicide found life-changing support through VOA Moral Injury Programs

Veterans successfully found hope and a better life after exiting SSVF

Homeless Outreach

Offering a variety of supportive outreach services tailored to meet the unique needs of individuals and families in Sheridan, Wyoming, and Western South Dakota who are facing homelessness.

Community Outreach Program

The Community Outreach Program is a vital lifeline for our neighbors struggling with homelessness. As a housing first program, it provides case management-driven solutions for homeless families and individuals in Sheridan and the Black Hills.

VOA is dedicated to providing essential services such as homeless prevention, rapid rehousing, and emergency shelter as funding allows. The programs rely on community funding to ensure that those in need receive comprehensive assistance tailored to their unique situations.

By fostering collaboration and engagement, these programs not only address immediate needs but also empower individuals to achieve stability and improve their overall quality of life.

Additionally, our Community Outreach Program in Western South Dakota, provides crisis intervention and emergency resources – including VOA’s food pantry which offers vital support to individuals facing food insecurity. We provide comprehensive case management in partnership with the Black Hills Regional Homeless Coalition to address homelessness and other stability challenges faced by individuals in need.



Mommy’s Closet

Mommy’s Closet serves very low-income families with children up to five years old in the Black Hills of South Dakota. The diaper bank not only supplies essential items like diapers and formula, but also offers a supportive environment for parents to access the help they need around housing, education, and employment. Our caseworkers assist parents in overcoming barriers to self-sufficiency and provide crucial resources, including referrals and parenting classes, to help stabilize their families.

2,450

Homeless individuals and families found hope in through VOA’s outreach programs



156,383

Diapers distributed to Western South Dakota families in need

Youth Residential & Outreach



For more than 35 years, VOA has served at-risk children in Sheridan, Wyoming, making a positive impact in the community. Our programs focus on children and youth, providing essential services that foster independence, stability, and personal growth.

131



Children found support and a sense of belonging in our Youth Homes

275

Kids served through our youth programs last year

94%

Children in our Youth Homes reunited with their families



79%

Kids successfully exited Independent Living with housing and stable income

Milestones Youth Home

Milestones Youth Home in Sheridan, Wyoming provides a structured, supportive environment for children aged 10-17. This facility not only serves as a shelter but also focuses on instilling life skills and fostering social awareness, ultimately preparing children for reintegration into their families or communities.

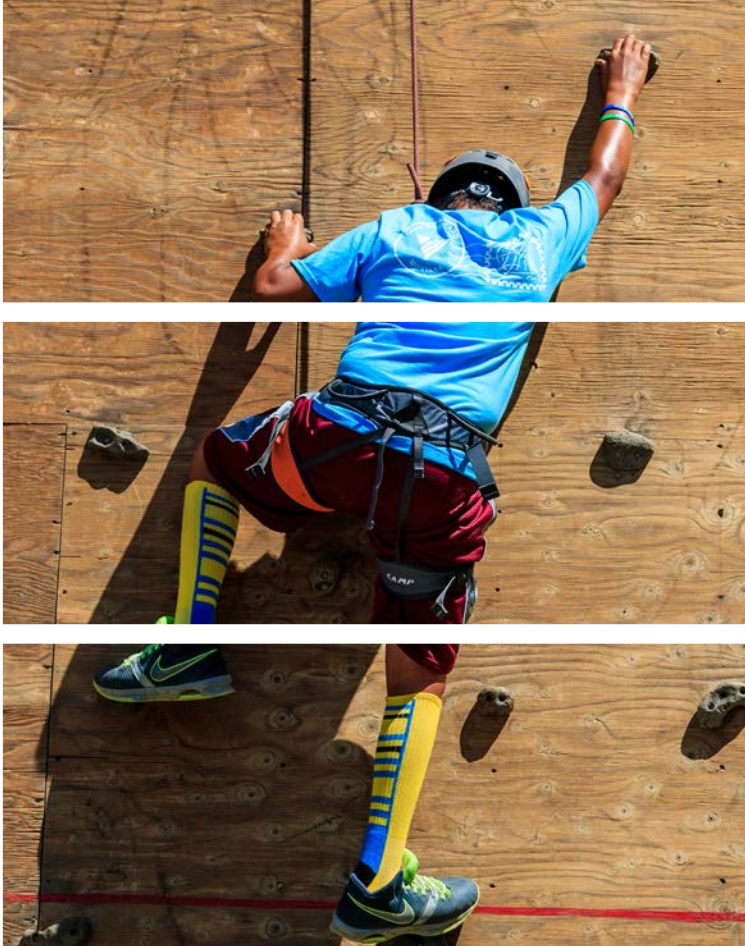
Stepping Stones Youth Home

Stepping Stones Youth Home in Rawlins, Wyoming mirrors our Sheridan home. This facility creates a nurturing atmosphere where children learn accountability and social skills, empowering them to navigate their futures successfully.

Independent Living Program

The Independent Living Program in Sheridan, Wyoming equips homeless youth, especially those who have faced out-of-home placements, with essential life skills. Focused on employment, education, health, financial management, recreation, and helping build healthy relationships.

The program currently offers low or no cost apartments for four kids at a time, as well as a day center that serves as a safe space for kids in need of basic resources like computer and Internet access, laundry facilities, and a kitchen pantry.



Camp POSTCARD

Camp POSTCARD (Peace Officers Striving To Create And Reinforce Dreams) offers a transformative experience for deserving fifth and sixth graders across Wyoming. This free week-long camp promotes positive relationships with law enforcement and criminal justice professionals, helping participants develop self-esteem, leadership, and important life skills. Campers engage in diverse activities, from outdoor adventures to team-building exercises, which cultivate respect, teamwork, and self-control.



www.VOANRFoundation.org

The VOA Northern Rockies Foundation was created to ensure the longevity of services and mission impact for generations to come. Gifts will leave a legacy that harnesses hope and re-shapes futures through the faith-based ministry of VOA forever.

The Foundation exists to gather, manage, and distribute resources to support the mission and priorities of VOA.

In its first year of operation, the Foundation awarded four grants to support of Youth Residential & Outreach, Ministry, and Very Low-income Senior Housing programs at VOA.

The goals of the foundation, are to:

- Grow an endowment to address the long-term priorities of VOA,
- Manage endowment funds appropriately in pursuit of the objectives of the Foundation and VOA,
- Cultivate prospective donors and steward existing donors,
- Solicit cash, securities, real and intellectual property, and other private resources for the support of VOA,
- Acknowledge and steward gifts in accordance with donor intent and its fiduciary responsibilities,
- Distribute Foundation funds to VOA.

\$1.25M



In endowments supporting VOA Northern Rockies Foundation last year

4 Grants

Awarded last year in support of VOA Northern Rockies

A Legacy of Giving

Del and Peggy Acker have been passionate supporters of VOA for over 15 years, dedicating both their time and resources to this transformative organization. “Given our many opportunities to engage with and celebrate the incredible work of VOA, we are naturally drawn to invest in this life-changing organization,” they share.



Throughout their involvement, the Ackers have witnessed the profound impact of VOA on vulnerable individuals and families. “We have seen firsthand the lifesaving changes so many desperate individuals and families have made thanks to the care, love, and faith of VOA professionals, staff, and volunteers,” they note.

From addressing mental health challenges to combating homelessness and substance abuse, VOA provides hope and a pathway to success for people of all ages and backgrounds. The Ackers

believe their support is a powerful way to foster positive change. “Our annual giving to support VOA’s mission alongside a planned gift to the VOA Northern Rockies Endowment is one sound way to improve lives within our community and region,” they emphasize.

Through their commitment, Del and Peggy exemplify the spirit of giving that fuels the mission of VOA, making a lasting difference in the lives of those who need it most.

VOA Northern Rockies Foundation Board of Directors



BOARD CHAIR
Del Acker



VICE CHAIR
Barb Skelton



SECRETARY & TREASURER
Bob Leibrich



Galen Chase

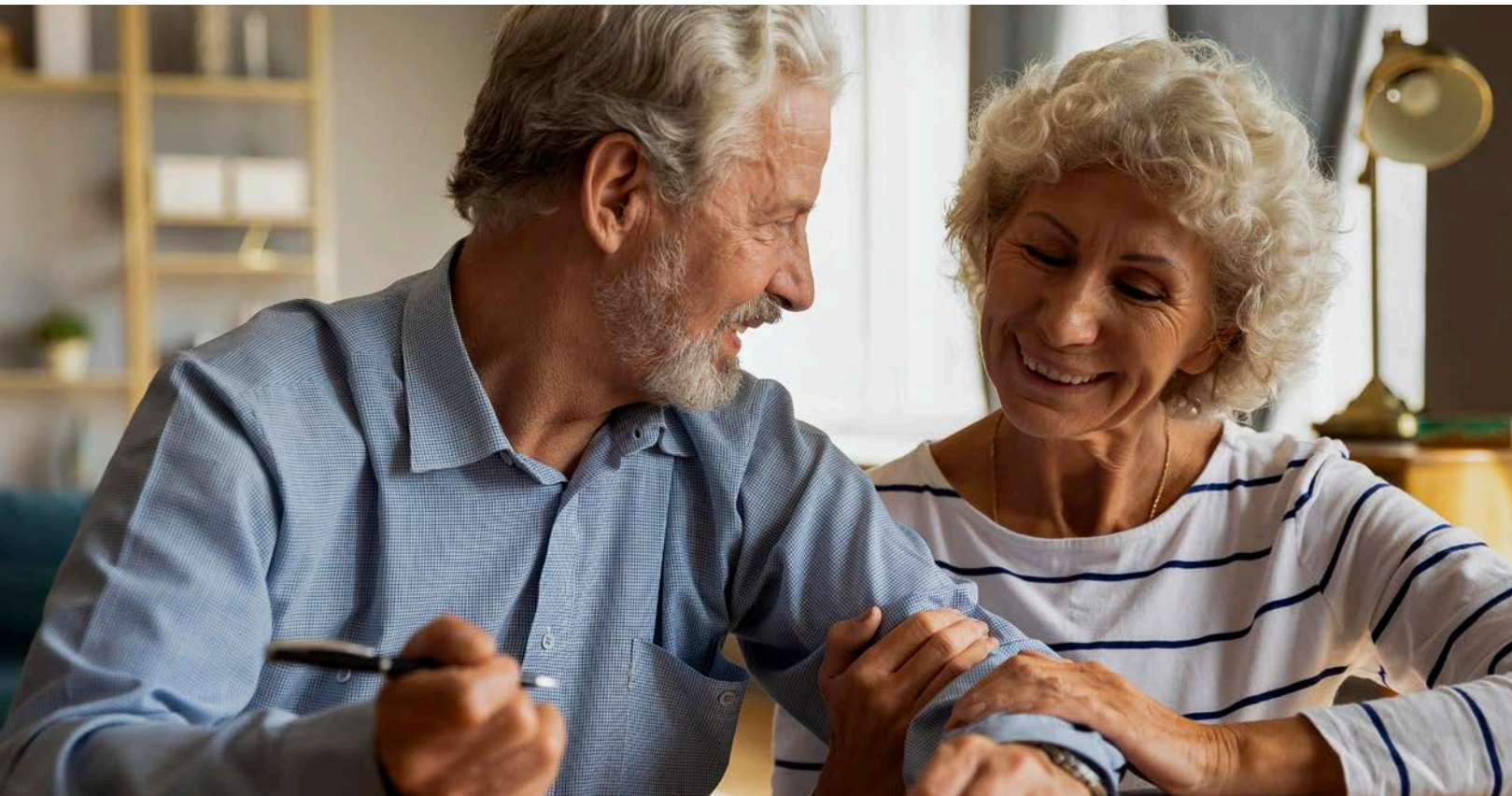


Anita Schamber



CEO OF VOA
Jeff Holsinger

Very Low-income Housing



Creekside Cottage in Cheyenne, Wyoming is a supervised group home where residents live in a supportive group setting designed for individuals with severe and persistent mental illness. VOA provides the resources, education, training, skill development, and support needed for growth, quality of life, and ultimately community inclusion.

Our supportive housing facilities around Wyoming provide limited assistance to residents who live almost independently, though staff work with residents on concurrent mental health management plans, and are available to assist should the need arise. Residents have access to case management and other support from VOA as they live with relative independence.

Very Low-income Senior Housing: Our independent living apartments for seniors operate as HUD 202 PRAC housing programs serving very low-income senior citizens and offer spacious, one-bedroom unfurnished apartments with kitchens, climate control, and free on-site laundry, as well as many on-site activities. *(pictured below)*

On-site community administrators and service coordinators play a vital role in overseeing the day-to-day operations, ensuring residents receive the highest quality of care. Through these programs, we are not only providing housing but also cultivating a sense of community and belonging, significantly improving the quality of life for the seniors we serve.



385

Very low-income seniors and individuals with serious mental illness housed

VOA offers essential long-term housing support for seniors and those with serious and persistent mental illness, with qualifying incomes.

We are committed to providing affordable housing while creating opportunities that promote healthy, independent, and high quality living while meeting the individual needs of residents.

Housing for those with Serious & Persistent Mental Illness: Ranging from Supervised Group Housing to Supportive Housing VOA provides tailored housing and assistance based on the needs of residents.



Penrose Place
Sheridan, Wyoming



Bell Park Tower
Torrington, Wyoming



Aspen Grove
Billings, Montana



Magic City Terrace
Billings, Montana

Ministry



The goal of our ministry is to: “See broken people physically, emotionally, and spiritually healed, thriving in their faith community as beloved citizens in Christ’s Kingdom.”

With the help of dedicated ministry partners, we offer Christ-centered services that seek to restore physical, emotional, and spiritual wholeness to those we serve throughout Montana, Wyoming, and Western South Dakota.

Embracing an ecumenical approach, our diverse ministers actively engage with local churches to provide worship services and spiritual growth. Our unique foundation as both a church and an auxiliary to the broader Christian church motivates us to pursue a mission of compassionate service.

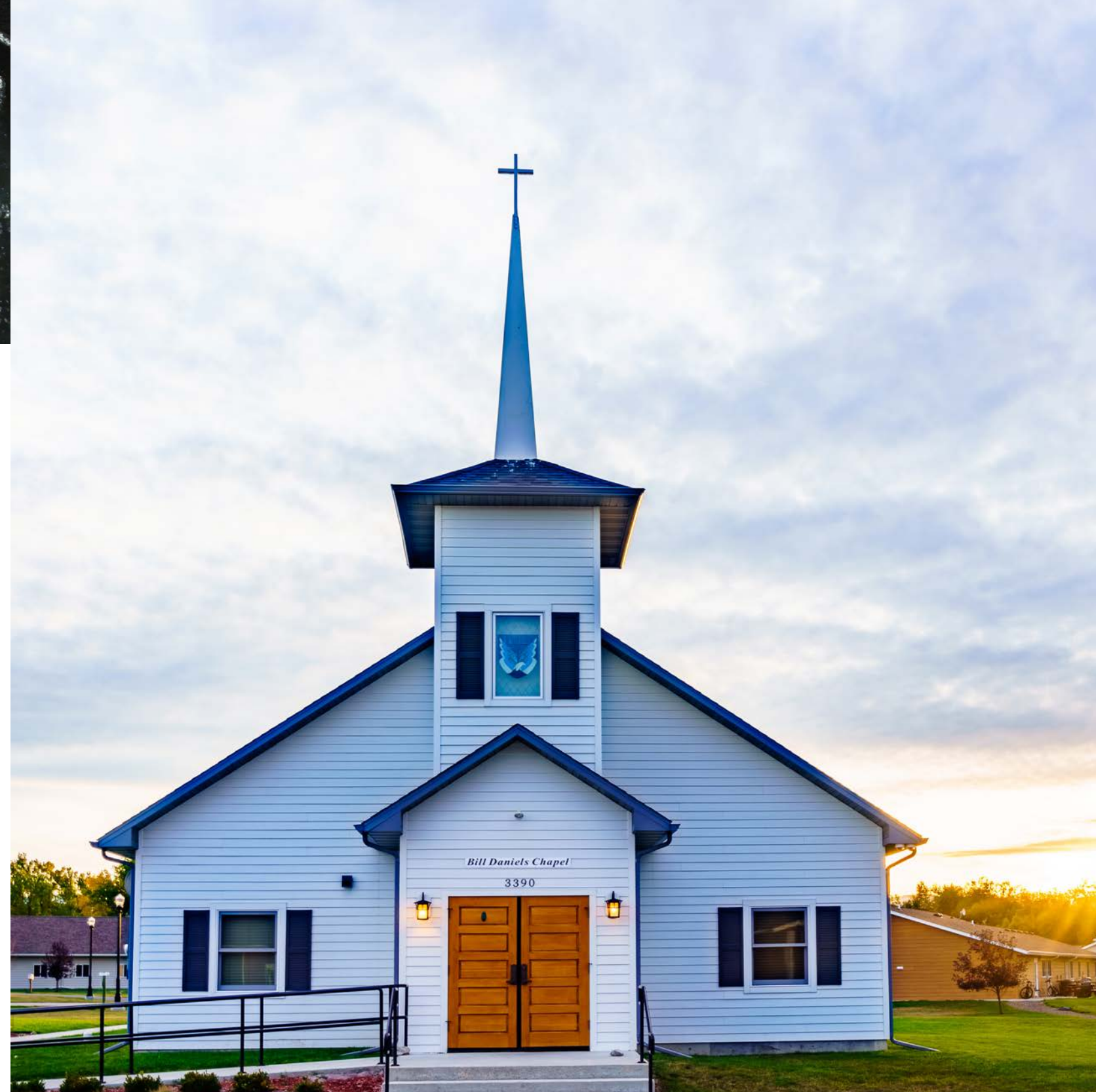
Through the dedication of our more than 100 ministry volunteers, we offer meaningful opportunities for those we serve to grow their faith.

Our robust programming, particularly supporting the spiritual needs of those in residential treatment, is inspired by the adage from Proverbs 27:17, “Iron sharpens iron.”

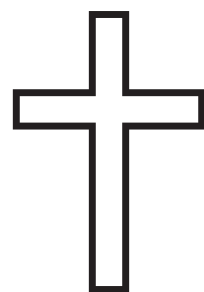
Our Faith Coach volunteers provide critical empathy and guidance, bringing hope and accountability to those on their recovery journeys.

Our Christ-centered groups and times of study encourage deeper engagement with God’s word, instilling confidence and a shared understanding of His creation. Additionally, our inclusive chapel services unite clients, staff, and volunteers in worship and community, fostered by shared experiences of God’s love.

Through www.RecoveryPodcast.org, we share inspiring stories and insights, extending our message of hope to all. We are committed to furthering this mission, making a lasting difference for those we serve.



91%



Clients choosing to participate in our Christian Enhancement Program successfully graduated

3,653

Christ-centered studies and chapel services held last year

1,200

Individuals dedicated their lives to Christ through baptism over the past 10 years



168

Individuals chose to rededicate their lives to Christ or to be baptized



Gabe Lapito

VOA Northern Rockies Board Chair

As we celebrate the year's achievements, I am filled with pride and gratitude for the remarkable work of VOA Northern Rockies. This has been a year of strategic mission advancement. Together, we have made significant strides in addressing the critical needs of those we serve.

Looking forward to the year ahead, the Board of Directors remains focused on three strategic initiatives: investing in technology, enhancing the brand, and optimizing service delivery. In an evolving landscape of health and human services, embracing technology is essential to support staff and enhance client services. This investment not only improves our operational efficiency but also fortifies our relationships with stakeholders.

Brand enhancement is equally vital. In today's competitive market, we must be seen as an employer of choice, attracting and retaining talented professionals who are passionate about our mission. By strengthening our reputation and effectively communicating our impact, we aim to amplify our reach and effectiveness throughout the region.

We also recognize the need to maximize resources and diversify revenue. With 87 cents of every dollar going directly to client care, we are committed to ensuring financial stewardship while navigating complex funding streams. Last year our revenue exceeded \$60 Million, enabling us to compassionately serve 10,065 vulnerable individuals across our Montana, Wyoming, and Western South Dakota.

We are grateful for your support and pray for another great year ahead as we continue to harness hope and re-shape futures. Together, we can ensure that everyone has the opportunity to live in the fullness of a healthy body, mind, and spirit.

With heartfelt appreciation,

Gabe Lapito
Chair, Board of Directors

Together, we have made
significant strides in
addressing the critical
needs of those we serve.



Board of Directors



Gabe Lapito, Board Chair



Robert Morcom, Vice Chair



Jennifer Anderson, Secretary



Brent Miller, Treasurer



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Sue Osborn



Cliff Root



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Brandon Swain



Robert Byrd



Brittany Wings



Matthew Leibrich



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Jan Edwards



Amy Moon



Sidney Fitzpatrick



Jeff Holsinger, CEO

100% OF BOARD MEMBERS MEANINGFULLY SUPPORT VOA NORTHERN ROCKIES FINANCIALLY

Empty Bowl

The VOA Northern Rockies' Empty Bowl events in Sheridan and Cheyenne, Wyoming and Rapid City, South Dakota have made positive impacts on the lives of individuals and communities we serve. The funds raised during these events directly support essential services of VOA.



Premier Sponsor



Amelia's Journey

In the heart of the Black Hills community, a story of resilience and hope unfolded — one that epitomizes the vital work of VOA Northern Rockies. Meet Amelia, a devoted mother whose life took an unexpected turn following the tragic loss of her children's father. Overwhelmed by grief and the sudden instability that followed, Amelia found herself and her two daughters facing homelessness as their world spiraled into uncertainty.

When Amelia first walked through the doors of VOA, she was seeking emergency shelter and assistance. The pressures of maintaining a safe space for her daughters became insurmountable.

Being homeless, especially with children, is a heartbreaking experience — a reality that no family should endure. VOA staff understood the urgency of her situation and acted swiftly to connect Amelia with services.

As part of our comprehensive support, we provided emergency shelter and access to our food pantry and essential family supplies, including diapers, wipes, and formula.

Our goal is clear: to help families like Amelia's from crisis to long-term stability by providing temporary assistance and the guidance to build a better life. Our approach encompasses not just a roof over their heads but also a nurturing environment that encourages personal growth and independence through financial resources, case management, and mental health support.

Amelia exemplified determination from the start. Described lovingly by her case manager as a "go-getter," she quickly took action. Within just a month of being placed in temporary housing, Amelia successfully secured a permanent home for her family, marking a new beginning for her and her daughters.

However, life threw an unexpected challenge at Amelia just a few months later. She called VOA to say, "My house caught on fire." Stunned, our team leapt into action, coordinating immediate assistance through the Red Cross for clothing and personal items, alongside Mommy's Closet to provide crucial hygiene supplies and food.



Throughout these challenges, VOA's broad network of services and resources meant that Amelia and her girls had the help they needed.

Amelia's journey is a testament to the strength and resilience that can emerge when people are empowered with the right resources.

What truly defines Amelia's story is not just her struggles, but her unwavering dedication to her daughters and their future. As she faced each hurdle, we supported her belief that this was just a season — one she would overcome to focus on building a stable life, pursuing education, and a fulfilling career.

Many who encounter Amelia in everyday life might never guess the nights spent sleeping in her car, or the uncertainty that lurked around every corner.

Yet her story is not unique. At VOA, we recognize that countless families are hovering near the brink of homelessness, grappling

with challenges like eviction, missed utility payments, and unforeseen life circumstances.

VOA's mission extends beyond merely addressing immediate needs; we are committed to helping balance the mind, body, and spirit of those who come to us for assistance in their time of need.

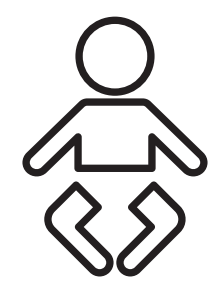
VOA stands as a beacon of hope, providing care that empowers individuals, re-shapes families' futures, and harnesses hope across communities.

We are grateful for your support. It is your generosity that cared for Amelia and her daughters when life seemed hopeless. Because of you, 10,065 of your neighbors were able to harness hope and re-shape their future.

And so, in Amelia's words, "Thank you — you changed my life and the lives of my two daughters, we are forever grateful."

275

Parents received vital case management through Mommy's Closet



905

Parents and their children received diapers and care through Mommy's Closet



VOA Northern Rockies

1876 South Sheridan Avenue, Sheridan, WY 82801

307.672.0475 | www.VOANR.org



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