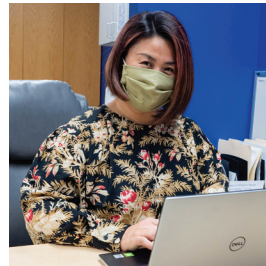




VOA Alaska



2020 | Community Impact Report

Centering on Our “Why” In a Year That Tested Us

It is almost cliché to say at this point, but there’s no getting around it: 2020 was a year like no other. A year in which the world together experienced fear, anger, tragedy, and sadness. In which our nation faced political polarization, ugly and necessary truths around historical and current systemic oppression, and surges of crisis response were needed longer than anyone expected.

This year presented both the need and the opportunity to be fearless, facing the depth of unknown. During this time, we sought clarity over certainty, centering on our “why” in a year that tested us.

VOA Alaska exists to eliminate suffering for youth, and this role has never been more critical than in this historic moment. Through it all, we have kept our focus on Alaska’s youth and families. Our employees have been on the front lines, delivering services to youth and families in person without interruption, while going through many of the same struggles as those we are serving.

VOA Alaska rose to the challenge. We shifted services to telehealth in a matter of days, allowing us to continue providing critical behavioral health services and support. We launched same-day assessments and free behavioral health consultations to make it easier to access our behavioral health professionals. We expanded our school-based mental health services, allowing us to connect directly with youth across Anchorage.

Our supportive housing team was there at the mass shelters, working side-by-side with our community partners to help youth experiencing homelessness quickly find safe housing. Our residential services team continued to provide 24/7 care throughout the year as more youth experienced crisis and a need for a safe place to work on their recovery.

We’ve expanded support for families raising relative children, including opening a pantry so our families have better access to food, cleaning supplies, and other necessities.



“Whatever this next year holds for us, whatever youth need from us, we will continue showing up for them, continue our resilience and innovation, and continue our pursuit of excellence. It’s going to take all of us to eliminate suffering for youth in Alaska.”

Our services are now more integrated than ever, allowing us to provide a continuum of care from family support to life skills development to individualized counseling. When a youth comes to VOA Alaska, they are connecting with more than just one person or one service. We have an entire team working together to meet the needs of young Alaskans and their families through holistic mental, emotional, and behavioral healthcare and support.

With the year now past, the long national election cycle over, and a vaccine quickly rolling out, the hard part is not over. There are no promises 2021 will be any easier. The long-term social, economic, and cultural impacts of the pandemic are still coming to light. National screening data during COVID indicates mental health is a growing crisis. Youth are struggling the most with their mental health, with rates of suicidal ideation highest among youth. Alaska data around youth suicide was already alarming pre-COVID, with almost 20% of youth in 2019 reporting attempting suicide during the past year.

We hear and see the very real concerns that pandemic-related stress and isolation is worsening a problem that already existed. We expect to see a continued increase in the need for the very services we provide.

But I am humbled daily by the dedicated employees, volunteers, donors, and clients who show up fully, every day, doing the hard work. In a year that tested us, we leaned on each other and our “why.” We’ve learned how to change quickly, focus on what matters, and keep moving forward.

Meeting the needs of our community in 2020 was made possible because of the generous support of our partners and donors.

The challenge and opportunity in front of us is to come back collectively stronger. Whatever this next year holds for us, whatever youth need from us, we will continue showing up for them, continue our resilience and innovation, and continue our pursuit of excellence. It’s going to take all of us to eliminate suffering for youth in Alaska.

Thank you for standing with us through this past year and thank you for your continued support of Alaskan youth and families.

With love,



Sherrie Wilson Hinshaw
President & CEO



Who We Are

As an Alaska direct-service non-profit, VOA Alaska has served our state's most vulnerable since 1981. Today, we provide mental, emotional, and behavioral health services and support to youth and their families at low or no cost.

Our Behavioral Health professionals educate and support youth struggling with substance misuse and mental health challenges, while also providing a safe space for healing.

Additionally, our Public Health team is on the front line of prevention, our Permanent Supportive Housing team serves our state's most vulnerable youth, and our Kinship Family Program serves Alaskans raising relative children.

Our Mission

Our mission is to empower Alaskans and uplift the human spirit through recovery services, housing, and promoting healthy communities.

Our Vision

Our vision is a community that supports the hope, health, and healing of every Alaskan.

Our Values

Our team is driven by six core values:

Courage to take risks, make changes, and find strength in failure.

Connection to remind ourselves and others, we are not alone.

Hope to lend strength to faith, knowing we can recover, we can rebuild, we are resilient.

Innovation to spark creativity and collaboration as we strive to positively disrupt the status quo.

Joy to see the light which shines through the darkness that may come our way.

Responsibility to meet and explore the need while holding true to the highest standards of excellence.



How We Serve

In 2020, with the support of our community partners and supporters, we expanded our programs and integrated our services to better respond to the unique needs of Alaska's youth and families. Services are offered in person, in schools, in the community, and via telehealth to allow our team to provide the right level of care at the right time.

Education & Prevention

Promoting early intervention through drug and alcohol information classes and community awareness.

Family Support

Helping families raising relative children and those with youth in treatment connect with resources.

Life Skills Development

Building thriving futures with employment and career counseling, wellness education, and peer support.

Screening & Assessment

Connecting youth and families with the right service at the right time, with same day assessments to provide care as quickly as possible.

Substance Use Counseling

Providing individual and group counseling to help youth develop positive lifestyle changes and coping skills.

Supportive Housing

Helping vulnerable young adults achieve self-sufficiency with affordable housing, employment counseling, and other supports.

Case Management

Guiding youth and their families through community resources and supports to improve quality of life.

Mental Health Counseling

Providing individualized care and family therapy with psychiatric support and medication management.

Residential Treatment

Providing individualized and structured care to youth diagnosed with a substance misuse disorder who may present with co-occurring mental health concerns.



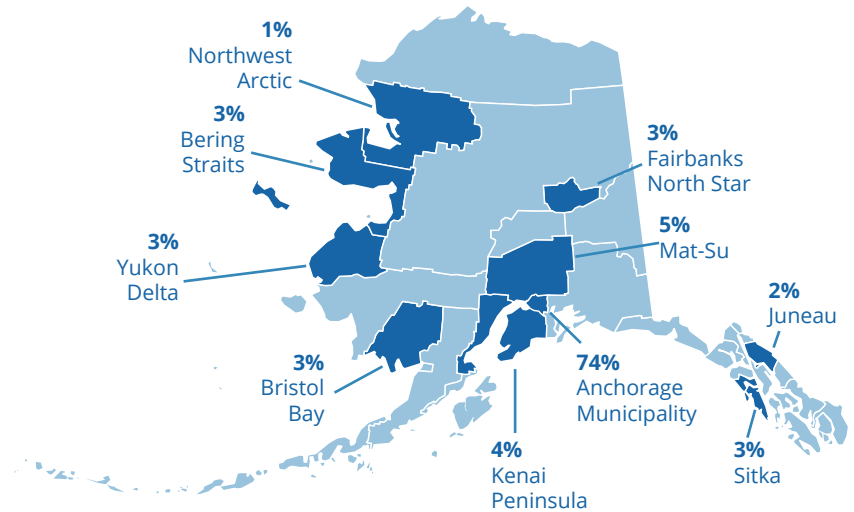
Who We Serve

In 2020, VOA Alaska was honored to serve youth and families from across Alaska. They were teens dealing with substance misuse or mental health challenges, young adults experiencing houselessness, and grandparents raising grandchildren.

Each youth and each family have their own experiences, their own needs, and their own path forward to achieving well-being.

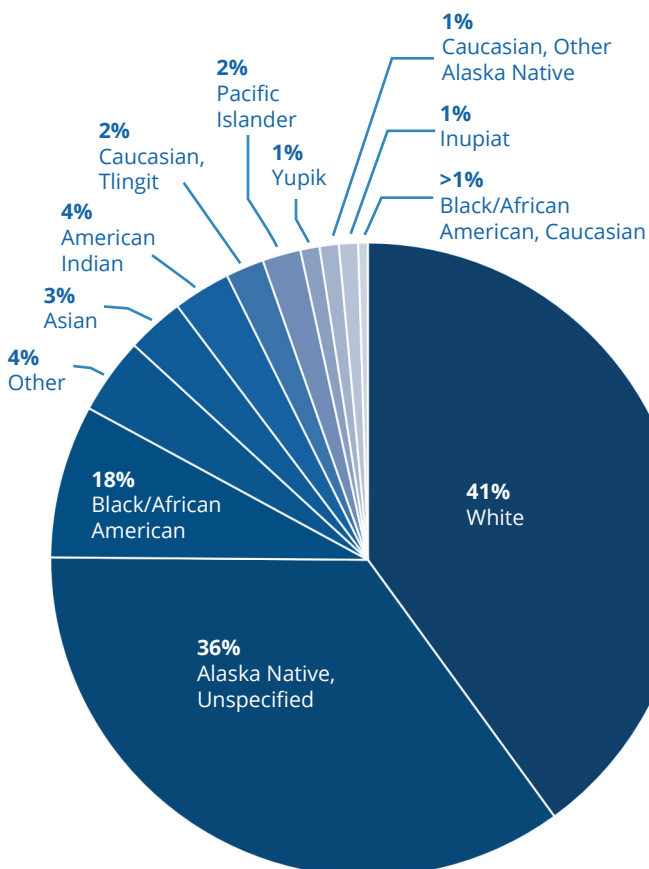
VOA Alaska's role is never to tell them what they need to do, but to ask, listen, guide, and provide the support and resources that help them achieve their own goals.

Home Communities



84% of families in our treatment programs fall **below poverty guidelines.**

Racial Identity of Youth Served

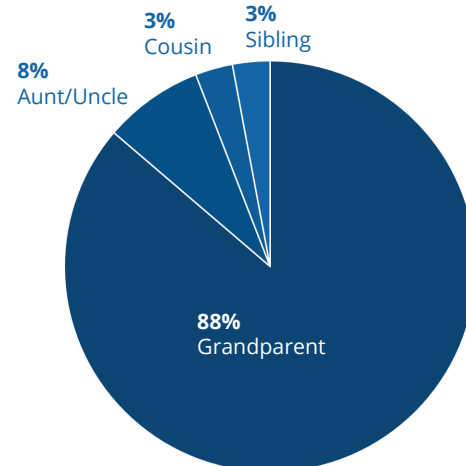


Ages of Youth Served

69%
Ages 13-18

31%
Ages 19-25

Kinship Family Program Caregivers



Outpatient Treatment Services

Mental, emotional, and behavioral health services designed to meet youth and their families where they are at.

After graduating from VOA Alaska's Adolescent Residential Center for Help (ARCH), Ethan returned to his village to find an unsupportive family and a lack of resources to help him continue his recovery.

When he first met virtually with the VOA Alaska Outpatient team, he talked about his desire to get as far away from Alaska as possible as soon as his probation was over. "Everyone still doubts me, especially my family," he said during his intake. "They are never there, so why would I force that relationship?"

A few weeks later, Ethan moved back to Anchorage and began creating a new life for himself. He reconnected with a sibling, started the process to get his driver's license, and finished up his last few high school credits. He decided to continue his education in Alaska and began exercising as

a motivation to stay sober. Before long, he was rebuilding a relationship with his mother.

As Ethan progressed in the Outpatient program, he began reflecting more on his past experiences. He recognized how much he had matured in just the past year. "I used to self-sabotage when I was at ARCH," Ethan shared, adding that he purposefully messed up because that's what he knew best—he didn't know how to deal with "being good." With this fresh insight into his own motives, he said he has "come farther than I expected."

Ethan's growth continued, taking him into his 18th birthday with a completely different mindset, a reversal from wanting to run away from his past. Through personal conflicts, he stayed strong and stayed sober. Even though the temptation was still there, he was able to use his coping skills to continue forward. By the end of the year, Ethan completed his probation and graduated from the Outpatient program.

Ethan is continuing to rebuild relationships with his family in Alaska, even bonding with his father at the gym. The two of them are sharing a passion that helps them both to stay sober.

*Client name has been changed to protect confidentiality.
Pictured: Michelle Gutierrez, Peer Support Specialist*



In 2020, the VOA Alaska treatment team provided over **17,000 hours of services.**

"Coming to VOA Alaska has helped me maintain my sobriety and stay in my foster care placement. " - VOA Alaska youth client

Prevention and Public Health

On the front line of prevention, working to strengthen and promote healthy communities.

Alex moved to Anchorage last summer from the Lower 48. They were here all alone, and desperate to find connection and community. That desperation drew them to the wrong crowd. They began drinking excessively with their new social group, something Alex swore they'd never do after growing up with an alcoholic father.

Within only a few months of arriving in Anchorage, Alex was charged with a DUI, had their commercial drivers license suspended, and was fired from their job.



The court also ordered Alex to attend an Alcohol and Drug Information School class, which brought them to VOA Alaska. The class, called PRIME for Life (PFL), among other lessons, helps students understand and learn how to respond to the many things inside them—and within our society—that influence our choices. During the 2-day class, Alex began to connect their high-risk consequences to their high-risk choices, and they decided to make wiser, low-risk choices moving forward.

One of these choices was to be very intentional about hanging out with people who made the same low-risk choices and only had Alex's best interest in mind. Soon, through new friends, Alex found a new job and got their CDL back, giving them a second chance on creating a life in Alaska. After noticing how hard they were working to stay on the right track, Alex's neighbor gave them a truck!

Months after the class, Alex contacted Felicia, VOA Alaska's PRIME for Life instructor, and thanked her for helping them learn valuable life lessons.

*Client name has been changed to protect confidentiality.
Pictured: Felicia Tungul, PFL instructor, at a prevention event.*

In 2020, the VOA Alaska led Anchorage Adolescent Substance Misuse Prevention Coalition assembled and distributed **500 overdose kits, 358 tobacco prevention bags, and 80 medication disposal bags.**

"This class made me realize I don't want to be like the people I see in my life who don't have goals and live to party and party to live." - PRIME for Life student

Kinship Family Program

A one-of-a-kind, statewide program providing resources and support for Alaskans caring for their family member's children.

As the pandemic increased prices on necessities and reduced supply, VOA Alaska's Kinship Family Program began hearing caregivers like Lori and Shannon, both raising grandchildren, that they were struggling to pay for basic needs. Even in regular times, household supplies can be luxury items for families when money is tight.

"Many times, living on a limited budget means choosing what can be bought each month and what has to wait until later," Lori shared with the Kinship team.



To respond to this need, the REACH Pantry was born with a mission to provide food, cleaning supplies, and other necessities to those who need it most. All families in the Kinship Family Program, which serves caregivers raising grandchildren and other relative children, and families in the REACH* program at VOA's Trailside Heights housing, now have access to a range of much-needed goods.

Through CARES Act grant funding and a partnership with the Food Bank of Alaska, the pantry is stocked with a variety of items, such as diapers, laundry soap, toothpaste, cheese, canned food, frozen food, and juice. First aid kits and medication disposal kits are also often in supply.

Our Kinship families have found relief in the pantry as an added resource to the many other supports the program provides at no cost. "This is a wonderful program for grandparents [and] the pantry is a plus," Shannon says. "I am very grateful for this program, especially for someone who is on a tight budget."

*Client names have been changed to protect confidentiality.
Pictured: Ariel Serrano, REACH Pantry Coordinator.*

40 caregivers raising relative children received support from the Kinship Family Program in 2020.

86% of caregivers report the Kinship Family Program is helping them to better care for their family.

"This program has been a huge support for me in many ways. I was able to connect with other families that are bringing up their grandkids." - Kinship Caregiver

Youth Permanent Supportive Housing

Bringing hope to the lives of transitional aged youth who are facing the most extreme of circumstances.

Lucas had been houseless for years before entering VOA Alaska's Youth Permanent Supportive Housing Program (PSH). Substance misuse, prostitution, and the general negative support network he surrounded himself with had left him with no clear path towards a goal for his life. His relationship with his parents had also become strained.

The VOA Alaska team surrounded Lucas with a supportive network, empowering him to create goals and guiding him step-by-step towards the

life he wanted for himself. His primary goal was to obtain both independence and sobriety, and soon he was moving into his first apartment. He experienced a few setbacks, at first, as many clients do when they experience all these changes in their life. But over time, with support, Lucas came to realize these changes were good and would help him reach the independence he so much desired. VOA Alaska was with him every step of the way.

Once again back on track with his sobriety, Lucas is now in an internship. Recognizing the importance of surrounding himself with people who care about him, he's rekindled his relationship with his parents. They now chat regularly on the phone, and he's even had them over for dinner his apartment—with a meal he cooked himself.

Client name and image has been changed to protect confidentiality.

18 transitional-aged youth and their families were housed in 2020, a total of 29 individuals.

92% of youth in the PSH program report feeling better at handling daily life.



"The PSH program has helped me a lot, it probably actually saved my life. It not only has given me support and stability but confidence and hope." - PSH Youth

Adolescent Residential Center for Help

Providing individualized and structured residential care to youth struggling with substance misuse.

Mya was pregnant when she arrived at VOA Alaska Adolescent Residential Center for Help (ARCH) in the fall of 2019, and she thrived during her time there. After she gave birth, she FaceTimed the ARCH staff from the hospital so they could all meet the baby. Before she returned home, she told them, “I’m going to come back and visit. I’m so thankful for all the help everyone has given me.”

When Mya returned home, she was faced the same life that had led her to struggle with alcohol and marijuana. It’s a reality a lot of youth face—



they leave ARCH comfortable and confident, but it’s harder when you’re back in that same environment. This is one reason why VOA Alaska offers such a wide range of services, to help youth wherever they are in their journey. Our team strives to be able to provide the right level of care at the time, and some of our ARCH graduates continue with outpatient treatment.

But Mya needed more help than what virtual outpatient services could provide. She was coming home late, being aggressive with her family, and had even spent some time in jail. Her mother called ARCH, asked for help, and plans were made to bring Mya back.

It speaks a lot to Mya’s first experience with our team that she was willing, even wanting, to return. She knew she needed help and she knew ARCH was a safe place for her to return. It often takes months for youth to become comfortable with staff so they can effectively deal with the challenges they are facing. Mya is past that now and she’s ready to continue the journey to recovery with the support from people she trusts.

Client name and image has been changed to protect confidentiality.

67 youth from across Alaska entered residential treatment services at ARCH in 2020.

73% of youth at ARCH report their substance use has decreased since beginning services.

“There’s a war of recovery that I’ll always march / I’ll Fight to survive with My weapons from ARCH.”

- Excerpt from A Lost Lonely Boy, a poem written by an ARCH graduate

School-Based Mental Health

With embedded mental health professionals in schools across Anchorage, students face less barriers to accessing care.

Just before the pandemic arrived in Alaska, Gabriel's teachers were noticing worrying changes in his behavior. Gabriel was open to receiving help but wasn't comfortable being open about what was on his mind and expressing his feelings. He was referred to the VOA Alaska mental health clinician based at his high school just as the first local pandemic response began.

With school and everything else transitioning to virtual only, Gabriel found himself disinterested in even more time spent talking to someone through the computer. Making things more challenging was the language barrier between Gabriel's parents and the clinician. The team at VOA Alaska recognized these barriers and quickly worked to find a solution to meet Gabriel's needs and provide him with the right level of care.

Gabriel is now with a bilingual clinician, one that can communicate directly with Gabriel's parents. Instead of telehealth sessions, Gabriel meets with his clinician outside of his home, and they take walks together around the neighborhood—at least until it got too cold! From then on, Gabriel has engaged consistently with his counseling.

Between virtual learning and most school activities canceled, students have spent a lot of time at home in the past year. Gabriel has thrived with having flexible options for his counseling and with simply having a weekly routine of attending sessions. Gabriel has grown to express things that were a challenge before, and he's making progress towards better mental health.

Client name and image has been changed to protect confidentiality.



VOA Alaska provides a district-wide referral pathway, and services and support within **9 Anchorage schools.**

74% of youth report they increased the number of supportive people in their life since beginning treatment.

"We are so fortunate to have VOA mental health school-based services at ASD. It is an important service that our students will greatly benefit from." - Principal at school with embedded VOA Alaska clinician

The Supporters Who Make It Possible

As a non-profit organization, VOA Alaska sincerely appreciates the organizations and individuals in the community who supported Alaskan youth and families through their contributions of cash, time, and other resources in fiscal year 2020. Working with the Champions of VOA Alaska, we provide hope and help to youth and families in need across Alaska and take steps toward eliminating suffering.

Wellness Champions | \$100,000+

GCI *

Rasmuson Foundation

Hope Champions | \$50,000–99,999

Richard L. & Diane M. Block Foundation

United Way of Anchorage

Connection Champions | \$25,000–49,999

10 Chefs Inc

Mat-Su Health Foundation

Humana Foundation

Innovation Champions | \$10,000–24,999

AT&T

The Carr Foundation, Inc.

iHeart Media Inc *

Volunteers of America

Powers Brothers Inc.

Wells Fargo Bank Alaska

Schwab Charitable

Courage Champions | \$5,000–9,999

Catherine and Ed Rasmuson

Victims Impact Panel

Linda Bowers

Responsibility Champions | \$2,500–4,999

Curtis Urling

Scan Home *

Michele & Dustin Potter

Sleeping Lady Mountain Lions Club*

Lynn Rust Henderson

Providence Health & Social Services AK

Joy Champions | Up to \$2,500

Alaska Children's Trust	Frontier Safety and Supply, LLC *	Michael Schmidt
Alaska National Insurance	Garrett Ballew	Nicki & Van Hale
Alaska Wisdom Recovery *	Gerri Ladner	Pam Wicks *
Allen Hansen	Get Air Trampoline Park *	Patti Wilson *
Alyssa Bish	Glacier Pizza and Grill *	Paul Landes
Amanda Estes	Harry Kachline	Paula Saylor
Amazon Smile	Heather and Terry Handyside	Penco Properties
Andy Lohman	Isaac Oden	Richard Ladner
Audrey Lance	Jacqueline McKnight	Riverside Community Church *
Barbara Banaszynski	Jada Alexander	Sherwin Williams
Best Storage Midtown *	James Christmas	Stephanie Paauwe
Carmela & Jason Warfield	Jane Ross	Sunny Howell
Chelsea Winter	Jarred Lee	Tauri Gwynn
Cheryl Daniels	Jeannette Campbell *	Thomas Choate
Chris Cummins	June Koegel	Thomas Turnbull
Cindy Franklin	Kate Slyker *	Trendsetters *
Covenant House Alaska *	Kirsten Witt	Tristan Dietrich
Danikqua Murchinson *	Kroger	T'Shalla Baker
Darlene Sparks	Kurt Johnson	United Way of The National Capital Area
Dennis Morner	Lester Black	Waste Connections, Inc
Don Winchester *	Lisa Lindquist	White Mountain Shared Services
Eagle River Dental *	Lonnie Ridgeway	William Brett
Eaker Aljin	Lora Taylor	
Elaine Pfeiffer	Margaret Ratcliff	
Elisabeth Kachline	Mark Schmeling	

* Indicates inclusion of in-kind donation(s)



Statement of Activities | FY 2020*

REVENUES

Public Support

Contributions	\$303,948	\$210,226
Contribution, in-kind	19,986	54,466
Special events, net of direct benefit costs	56,188	130,110
Contributed Services, at fair value	569,296	51,185
United Way	82,064	86,373
Combined Federal Campaign	48	-
Volunteers of America	61,181	161,425

Total Public Support	1,092,711	693,785
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Total Revenues/Support from Governmental Agencies	4,531,593	4,510,900
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Other Revenues

Program Services Fees	273,642	236,114
Rental Income	-	10,363
Other Operating Income	23,933	27,456

Total Other Revenues	297,575	273,933
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TOTAL REVENUES	\$5,921,879	\$5,478,618
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EXPENSES

Program Services

Encouraging Positive Development (Prevention Services)	583,047	705,461
Fostering Independence (Kinship Care Services)	581,773	146,593
Promoting Self-Sufficiency (Mental Health, Subs. Abuse, & Housing)	4,162,738	3,492,172

Total Program Services	5,327,558	4,344,226
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Support Services

Management & General	688,743	549,300
Fundraising	150,152	188,581

Total Support Services	838,895	737,881
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TOTAL EXPENSES	\$6,166,453	\$5,082,107
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Excess (deficiency) from operations	(244,574)	396,511
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Non-operating Incomes

Interest Income, Net	23,330	29,068
Realized/unrealized gains (losses), net	(5,887)	14,658

Total Non-operating Incomes	17,443	43,726
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Change in Net Assets	(227,131)	440,237
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Net Assets Beginning of Year	7,895,627	7,455,390
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Net Assets End of Year	7,668,496	7,895,627
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* Fiscal year 2020 includes dates July 1, 2019 through June 30, 2020

Our Leadership

Board of Directors

Donald Winchester | Chair
Vend Alaska
Retired, Former Partner

Carmela Warfield | Vice Chair
Business Owner
Real Estate Investor

Audrey Lance | Treasurer
Thomas Head & Greisen
Manager of Audit and Taxation

Dr. Lisa Lindquist | Secretary
Providence Alaska Medical Center
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Northwest Strategies
Vice President of Social Marketing

Heather Handyside
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Andy Lohman
iHeart Media
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Lynn Rust Henderson
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VP Alaska Group Market

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Sherrie Wilson Hinshaw
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Vice President of Treatment Services

Sara Clark
Vice President of Public Health & Prevention

Cindee Brown-Mills
Vice President of Finance & Compliance

Alyssa Bish
Director of Development & Communications

Jack Jajewski
Organizational Development & Culture Manager



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