

2017 ANNUAL REPORT



FROM THE EXECUTIVE DIRECTOR



Dear Friends of New Beginnings,
All of you reading this report are supporters in one way or another and this report is our way of showcasing the many ways each of you are making a difference for the youth we serve. I can't say thank you enough. Because of you, nearly 700 young people engaged with New Beginnings' services

and found the safety, connections, and growth that they need to thrive, and 8 out of every 10 youth we worked with in 2017 found safe, stable housing. Your support made all the difference.

2017 was my first full year as Executive Director and it was an exciting year for the agency, much has happened and I'd like to share some of the highlights with you.

We began a strategic planning process in 2017 by gathering input from all levels of the agency. That included youth, staff, leadership, community partners, and board members. Based on early feedback, we also began holding quarterly all-staff and monthly cross-program meetings to bring our diverse staff teams together as one. The strategic planning is still in process but a few areas we've already begun looking at are:

- Building and strengthening our partnerships with other organizations, for example we now rent space at the Geiger Center to Youth Move Maine, a group that supports young people's efforts to improve policies in mental health, juvenile justice, and other systems of care, build skills for youth-adult partnerships and take leadership in raising awareness that makes a difference in others' lives and in their communities. We have also been consulting with Knox County Homeless Coalition to develop a homeless youth program in the mid-coast region.
- Expanding New Beginnings' visibility and impact statewide, and nationally. Many of you may not even know that:
 - We are the largest and longest-running agency in Maine focused on improving the lives of youth at risk for or experiencing homelessness.
 - We are the lead agency for the Maine Homeless Youth Provider group and we represent homeless youth service providers at the Maine Continuum of Care and the Statewide Homeless Council, and have been working

statewide to develop an application to HUD for Maine to become a Youth Homelessness Demonstration Program Community.

- This year we've increased media coverage (over a dozen articles or interviews in the last 6 months of 2017!) including working with Maine Public – on Maine Calling in November and we have future stories in development.
- We successfully implemented a pilot project called the Maine Transitional Living Collaborative with Preble Street to provide housing and services to LGBTQ youth who were homeless or at risk of homelessness due in part to their sexual orientation or gender identity.

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SUCCESS by the NUMBERS 2017 STATISTICS

- **13,885** Nights of housing where youth were safe and off the streets.
- **10,775** Meals served at the Shelter and Outreach Drop-In Center.
- **1,258** Contacts via street outreach in urban and rural communities.
- **686** Youth and families served this year by New Beginnings.
- **529** Teens and young adults helped at our Lewiston Drop-In Center.
- **319** Youth utilized educational, social-emotional, and prevention groups.
- **106** Teens from throughout Maine stayed at our 24-hour shelter.
- **81** % of youth served reunified with family or acquired safe housing.
- **45** Youth gained life skills at our transitional living apartments.

PROGRAMS

Because of your support in 2017, together we were able to make a lasting impact in the lives of nearly 700 youth across Maine. Learn more about how each of New Beginnings' 6 program areas were able to help Maine's youth find safety, connection, and opportunities for growth.

OUTREACH & DROP-IN CENTER

2017 was a great year for Outreach! We brought on new staff and trained a new Outreach Program Director, Topher Balderas, who assumed the role full-time at the beginning of 2018. In 2017, more than 525 young people came to the drop-in center for meals, emergency supplies, recreation, and social support. Over 100 homeless youth worked individually with staff to achieve their goals for stability, with 85% finding permanent housing. Many youth utilized additional services in drop-in such as Power Source, Mindful yoga, educational support, the free health clinic, and recreation and arts. Over 1,250 contacts were made through street outreach.

Additionally, in early fall, New Beginnings was chosen as one of only four sites nationally to join the 100-Day Challenge on Youth Homelessness. The 100-Day Challenges are a national movement to help communities focus and work together to make rapid change around a particular issue. This challenge launched in early December 2017 and was implemented by a group of community partners and led by New Beginnings' Executive Director Chris Bicknell, Outreach Director Topher Balderas, and Franklin County Outreach Worker, Cindy Harnden.



EMERGENCY SHELTER

The shelter program has been serving youth and families since 1980; we have since temporarily housed and supported over 8,200 young people from throughout the state, almost half from Androscoggin County. In 2017, we provided 24-hour supervised care for 106 program participants in a structured, strength-based environment that promotes stability and personal growth.

In addition to the basic services of shelter and three meals per day, youth participated in case management, educational support, recreational activities, prevention groups and our Power Source Plus curriculum designed to improve emotional regulation and decision-making.

Of the youth in residence, 24 participated in Family Mediation. These are a few comments from youth after having engaged in mediation last year:

Finally can talk to my father.

My dad and I don't usually talk when something is bothering us so it helped a lot.

We are all on the same page.

It taught me coping skills and how to use them and where to use them.

In December, 9 staff from throughout the agency spent four days being trained as new mediators and 8 staff participated in a half-day refresher. The trainer, who has been working with us since 2000, has effectively incorporated New Beginnings' models of care into the course.

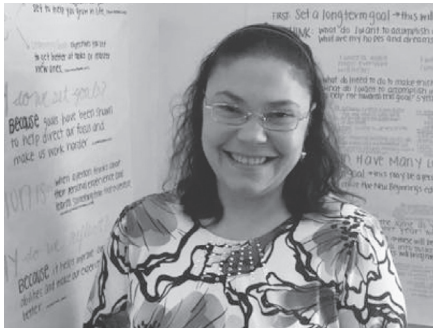
TRANSITIONAL LIVING PROGRAM

The Transitional Living Program (TLP) offers safe and stable housing options for homeless youth in Maine. Our community-based apartment living exposes youth ages 16-21 to real-life experiences in education, employment, roommate and household management, and other personal growth experiences that teens need to successfully transition to adulthood. Youth can live in a New Beginnings apartment for up to 18 months. TLP sites in Franklin, Kennebec, and Androscoggin counties combine case management and supportive housing with individualized independent living skills assistance from knowledgeable and compassionate staff.

Living at the TLP prepares young people to successfully find and maintain housing after they leave the program. In 2017, an average of 18 youth per day

received housing and supportive services through the TLP. Over the past year, 96% of all youth leaving the program had exits to safe destinations. Sixty five percent of youth in the TLP made progress toward a diploma or GED, while 80% of the youth obtained paid employment during their stay in the program.

In 2017, through a 2-year federal grant in collaboration with Portland's Preble Street Program, also provided housing and case management services to specifically target the needs of LGBTQ youth experiencing homelessness. We provided 2,017 nights of housing where LGBTQ youth were safe and off the streets and 100% of youth discharged from this program were reunified with family or discharged to stable housing.



COMMUNITY SERVICES

Educational Support

The goal of New Beginnings' Educational Support services is to engage homeless youth with education. We offer individualized support weekday mornings to youth who are staying in our shelter in Lewiston and who are not otherwise enrolled in school. Youth who are in school but can't attend because their school is too far away, can also get homework help and continue to gain academic skills while they're at New Beginnings, and all shelter youth can participate in educational field trips and activities during school vacations.

Our education specialists also engage young people in our Lewiston Drop-In Center and TLP to help them identify and pursue education or work goals. In 2017, 87 youth utilized educational and career planning support, including 53 from the shelter and 34 from the other sites; 5 youth enrolled in college and more than half of the youth served completed pre-employment/career exploration assessments, resumes, and job or financial aid applications. Two Bates College thesis students also volunteered in the program to enhance services hands-on STEM projects, goal-setting, and daily reflection activities with youth participants and staff. Funding was provided in part by a City of Lewiston Community Development Block Grant (CDBG). For more information about Educational Support, please contact Education Specialist Sarah Dostie (sarah@newbeginmaine.org) or Community Services Director Rachel Spencer-Reed (rachel@newbeginmaine.org).

COMMUNITY SERVICES

Prevention and Training Programs

2017 was a year of transition for our program, as our longtime Prevention Educator Jody Pierce Glover retired after more than 20 years with the agency and we welcomed Olivia Loneman as our new Prevention & Training Coordinator. Throughout the transition, we have continued to offer both prevention services for youth as well as training for providers.

A new partnership with Maine Family Planning developed this year, focused on using the "Be Proud, Be Responsible" curriculum as a pregnancy-prevention strategy for high-risk youth throughout the state. 12 sites, including 2 New Beginnings programs agreed to participate in the MFP/PREP program. Between "Be Proud" and the other on site HIV prevention groups, a total of

77 youth gained risk reduction skills through prevention services in 2017. We also continued the long-term partnership we've had with the Maine Department of Education, training 157 teachers and youth providers in HIV prevention, harm reduction strategies, and how to become more welcoming to youth of diverse sexualities and gender identities in 2017. Since 1999 New Beginnings has collaborated with organizations interested in measuring the personal safety, sexual and substance use behaviors of homeless youth in Maine. At the end of 2017, we launched the 4th Youth Risk Behavior Survey; results will be published in summer 2018. To be added to the provider training mailing list, please email Olivia@newbeginmaine.org.



MENTAL HEALTH SERVICES

Four years ago, New Beginnings started to implement unique mental health services that incorporated the best practices for responding to complex trauma and which were responsive to the lives and needs of homeless youth. In 2017, thanks in large part to the 2-year Mental Health Services Feasibility Study funded by the John T. Gorman Foundation, New Beginnings has successfully transitioned Marc Madore, LCSW from his previous role as Outreach Director to full-time Director of Mental Health Services.

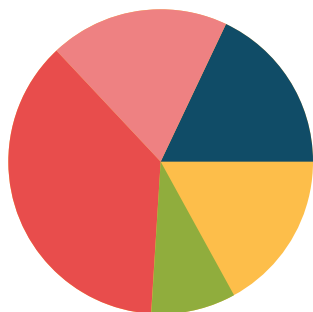
In this new role Marc will be able to expand the reach of New Beginnings mental health services which include individual counseling, Power Source groups, and family therapy sessions

for parenting youth. These services are available to any New Beginnings' youth, as well as to greater Lewiston-Auburn area teens and young adults who may be homeless, dealing with intense family conflict, or living in unstable situations. In 2017 Marc, along with three mental health interns from master level program at various colleges and universities, were able to provide individual counseling for 22 youth and group sessions for 137 additional youth.

If you know a young person who is struggling and needs someone to speak to, please let them know that they are not alone! Help them contact Marc at 207-795-6048 x 210 or by email at marc@newbeginmaine.org.

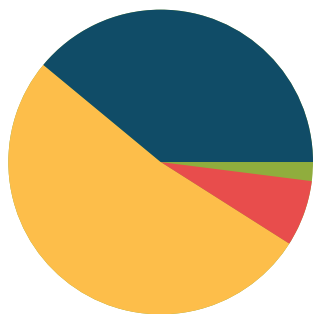
2017 Financial Overview

2017 Annual Budget was **\$2,659,224***



INVESTMENT BY PROGRAM

- Emergency Shelter
- Outreach Program
- Transitional Living Program
- Community Services
- Administration & Fundraising



REVENUE BY FUNDING SOURCE

- State
- Federal
- Foundations & Donations
- United Way

Federal Funding Sources: HUD, FEMA, USDA, MaineCare, Runaway and Homeless Youth Act.
State Funding Sources: MSHA, Depts. of Education, Corrections, and Health and Human Services.

BOARD OF DIRECTORS 2017 OFFICERS & MEMBERS

Christopher Ferguson, President
Ed Desgrosseilliers, Vice President
Julie Buffington, Treasurer
Danylle Carson, Secretary
Dan Gagnon
Melissa McLeod
Peggy McRae
Elaine Runyon*
Molly Watson Shukie

ADVISORS

David Dubord Lillian O'Brien
Meg Greene Tina Penney
Kathryn Low Darby Ray
Joan Macri Vicki Stuart

**Ended service in 2017*

FROM THE EXECUTIVE DIRECTOR (continued)

- We organized and successfully completed a “100 day challenge” focused on rural youth homelessness in Franklin County – shout out to Thea Kornelius, Cindy Harnden & Topher Balderas for their incredible work on that project.
- Staff have also been invited to speak at national conferences and to meet with congressional leaders.
- Increasing internal capacity for growth, including the use of technology; and
- Improving Board training, governance models, and Board recruitment.

In addition to strategic planning, staff transitions were a major focus in 2017:

- Mary Ruchinskas who was one of the very first employees of New Beginnings retired after a lifetime of service to the agency. We're grateful that she is continuing to consult with us in several capacities.
- Rachel Spencer-Reed was promoted to Director of Development and Community Services, and now supervises two of the programs Mary used to manage as well as spearheading our agency fundraising and grant writing.
- Our longtime Prevention Educator Jody Pierce Glover retired after more than 20 years with the agency and we

welcomed Olivia Loneman as our new Prevention & Training Coordinator.

- Topher Balderas was promoted to Outreach Director to replace Marc Madore who became our full time Director of Mental Health Services.

For three days in December, New Beginnings had a federal site review from the Family and Youth Services Bureau. During their time at New Beginnings they evaluated our programs with a fine tooth comb, and as they concluded their visit they recommended that New Beginnings develop trainings and workshops on our models of care, family mediation, and Power Source groups. Their feedback was thrilling to hear and reinforced what we already know, that New Beginnings is best-in-class for supporting runaway and homeless youth.

Please always remember that you are critical to keeping our services available to all who need them, we are grateful for your time, donations, and partnership.

With immense gratitude,



Chris Bicknell
Executive Director