



Help starts here.

The Opportunity Alliance

**ANNUAL REPORT
2021 - 2022**



The
Opportunity
Alliance

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Message from the CEO



Dear friends,

Over the past couple of years, The Opportunity Alliance reimagined our work. We grew and stretched and learned. We found new ways to meet not only our mission, but the changing needs of the communities we serve. While daunting and difficult at times, it was an immense privilege to support the individuals, families, and neighborhoods that needed us most.

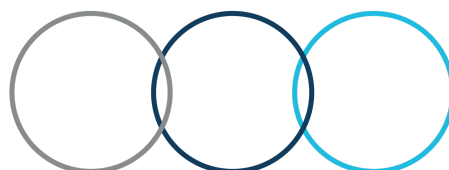
In the following pages, you'll read how we evolved. But you'll also notice that throughout all the change, the true work of the agency stayed the same. For instance, for more than two decades, TOA's homelessness prevention work has found sustainable, innovative, and effective ways to care for Maine's population of children, adults, and families who are homeless or at-risk of homelessness. That was never truer than over the past couple of years.

For more than 55 years The Opportunity Alliance has worked with people to build better lives and stronger communities. Thanks to the amazing employees of TOA, our partners in the community, as well as our supporters, we're not stopping anytime soon.

Thank you for all you do to power our work.

Sincerely,

Joseph Everett
President & CEO





Who We Are

Through an extensive array of services, TOA provides opportunities for individuals to stabilize fragile situations and then works with them to achieve self-sufficiency. TOA is client-focused with substantial experience working with diverse client populations. TOA programming includes four key sectors of service: **Mental Health & Wellness, Community Building, Family & Early Childhood Education, and Economic Resources.**

Our Mission

The Opportunity Alliance works with people to build better lives and stronger communities. We provide advocacy, leadership, and support to identify the goals and address the needs of individuals, families, and communities.

Equity, Diversity & Inclusion

At The Opportunity Alliance, we stand against racism and are an actively anti-racist organization. We will be resolute in our efforts to address disparities and injustices that we see in our workplace and in our community.

We envision an agency where systems are just, fair, and inclusive, enabling all people to participate and reach their full potential. We strive for healthy and prosperous employment and client communities that promote marginalized, oppressed, and underserved groups having equitable access and opportunity. We recognize the role that social service agencies have historically played in perpetuating racism and institutional inequities and we recognize that to achieve our vision, we must lead our social sector in making the changes we want to see in society.

At TOA, with the guidance of the EDI Employee Advisory Committee, our charge is to:

- **Lead, with compassion, for social justice**
- **Support all those who are affected by inequity**
- **Create space for all groups to contribute**
- **Be transparent about our efforts to create a more inclusive, diverse, equitable, and anti-racist workplace and community**

"Social justice is not only a pillar of our work, it's what's right. The Opportunity Alliance has been operating for more than 50 years and has 50+ programs- we are asking everyone to make the commitment to join us in learning, listening, sharing, and taking action."

Joe Everett
President & CEO

Our Programs

Community Building

[Lakes Region Collective Action Network \(LRCAN\)](#)
[Maine Youth Action Network \(MYAN\)](#)
[Public Health Program \(PHP\)](#)
[Community Building](#)



Economic Resources

[Cumberland County Homelessness Prevention Program \(CCHPP\)](#)
[Central Heat Improvement Program \(CHIP\)](#)
[Energy Crisis Intervention Program \(ECIP\)](#)
[Foster Grandparent & Senior Companion Programs](#)
[Home Energy Assistance Program \(HEAP\)](#)
[Weatherization](#)
[WRAP Funds](#)
[Work Life Advisor](#)

Family & Early Childhood Education

[CDA Development Center](#)
[Early Childhood Education](#)
[Supportive Family Visitation Program](#)
[Parent Education](#)
[Maine Families](#)
[Women, Infants, Children Program \(WIC\)](#)

Mental Health & Wellness

[Behavioral Health Home \(BHH\)](#)
[Broadway Crossings Adult Crisis Stabilization Unit](#)
[Children's Behavioral Health Home \(CBHH\)](#)
[Mobile Crisis Response Services](#)
[High-Fidelity Wrap Around](#)
[Homeless Youth Services \(HYS\)](#)
[The Maine Crisis Line](#)

[Opioid Health Home \(OHH\)](#)
[PATH Program](#)

Residential Services:
[Gordon Green](#), [Helen Winslow Ray House](#),
[Morrison Place](#), [Ocean Street](#), [The Bridge](#)

Health Starts Here.

Developing & Nurturing Collaborative Relationships

No one was left untouched by the pandemic. But for many individuals and families – those living in poverty, in unsafe situations, without access to transportation, or those who speak English as a second language or not at all, the impacts were often devastating.

One of the many ways The Opportunity Alliance evolved to meet the ever-changing needs of the community during the pandemic was through its COVID Supports Program. This program brought hope to many during a turbulent time and supported thousands of individuals throughout the county by providing groceries, medical supplies, and other necessary resources to help families safely quarantine. The employees of the program also educated our communities about safe practices, reducing COVID-19 transmission rates while increasing vaccination rates. This was especially crucial in the Lakes Region where resources and access are often limited.

Another one of the many positive effects of the program, as Christine Thomas who oversaw the program put it, was *"developing and nurturing collaborative relationships with other programs at TOA and externally through statewide coalitions, tasks forces, consortiums, regional information networks, towns, and other community-based organizations. Our work and our successes relied heavily on these strategic and supportive relationships, sharing common goals, information, and resources. We would not have accomplished all that we did without these important networks."*

In addition to the COVID Supports Program, throughout the pandemic, 211 became the go-to resource for all questions related to the ever-changing quarantine and testing guidelines as well as vaccination updates. Mainers had questions. Luckily, they could turn to the staff at 211 Maine to answer their questions and point them to the appropriate resources.



Christine Thomas –
Intake & Access Manager



Community Supports Impact Data



252 / 546

Pediatric/Non Pediatric vaccines administered through multiple TOA program clinics.

1,364 / 541

Individuals/Households served since March of 2021.



Countless

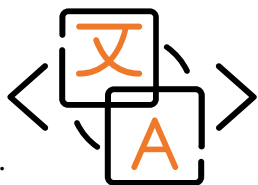
Masks, sanitizers, vaccine card holders and flyers distributed.



211 call specialists answered **7,000 -10,000+**

calls a month - compared to 5,000 a month pre-pandemic.

Educational materials translated into **13** different languages.



Public Service Announcements that covered Cumberland County and parts of York and Androscoggin counties.

Housing Starts Here.

Safe, Stable Housing is a Human Right

At The Opportunity Alliance, we believe safe, stable housing is a human right. Homelessness prevention has always been a pillar of the agency's work, but over the past few years, the level of urgency has drastically increased due to the shortage of affordable housing and shelters in Southern Maine.

Starting in 2020, TOA was proud to administer the Emergency Rental Assistance Program (ERAP), funded by MaineHousing. To meet the need in the community, TOA quickly grew and hired almost 50 employees to process rental assistance applications.

What started as rent relief in the early days of the pandemic, to keep families who were unable to work and risked eviction in their homes, evolved to care for households in acute and dire circumstances. In addition to rental assistance, ERAP created short-term, crisis housing when shelters in the Greater Portland area became full. In addition, longstanding TOA programs including WIC, Maine Families, SNAP Ed, Maine Mobile Services, and case management were on the ground to support these households with basic needs and mental health services.

Long-term Solutions:

The Opportunity Alliance recognizes that hotels are not a perfect, long-term solution to the housing crisis. But when there is no access to shelters and affordable housing these short-term solutions keep children and adults safe and connected to school, work, and community resources. Together with many other community organizations, we are searching for long-term solutions to care for all individuals and families impacted by the housing crisis in Southern Maine – whether those in need are immigrants, asylum seekers, or families that have been in Maine for generations.



Housing Impact Data



Since the ERA program started, the dedicated staff have served

15,000

households, helping them to stay safe and housed, with compassion.

840



households were able to shelter in hotels, rather than on the street.

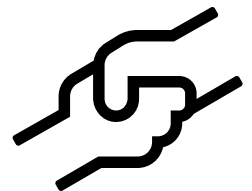
1,500+



The number of New Mainer households facing cultural and/or language barriers who were supported by the ERA program thanks to a partnership with ProsperityME: The Center for Financial Education.

325

unhoused individuals were connected to resources and services through TOA's PATH outreach team, who met them in the community.



EVICTION NOTICE



4,800

evictions prevented.



TOA dispersed utility assistance through HEAP to

3,674 households.



Financial Overview

Revenue - Fiscal Year 2022



- Government Grants \$68,921,420
 - Medicaid \$12,408,235
 - United Way & Other Grants \$1,349,900
 - Private Fee For Service \$976,693
 - Individual & Private Support \$1,241,721
- Total Revenue \$84,897,969**

Expenses - Fiscal Year 2022



- Staff Expenses \$28,405,402
- Physical Plant \$3,037,495
- Client Support \$49,133,352
- Program-Related Costs \$2,312,880
- Purchased Services \$2,070,057
- In-Kind \$143,502
- Equipment & Vehicle \$72,882

Total Expenses \$85,175,570

To view a more detailed accounting of our revenue and expenses for fiscal year 2022, please see the financial documents posted on our website: www.opportunityalliance.org.

Corporate Partners

\$10,000 +

Bernstein Shur
Gorham Savings Bank
WEX, Inc.

\$5,000 +

Allagash Brewing
Boulos Asset Management
Clark Insurance
Colby Company Engineering
Diversified Business Communications
Harvard Pilgrim Health Care
Portland Provident Association
Saco & Biddeford Savings Institution

\$2,500 +

Androscoggin Bank
Atlantic National Trust LLC
Capozza Floor Covering Center
East Brown Cow Management
Federal Home Loan Bank of Boston
HUB International
Martin's Point Health Care
MEMIC
Philadelphia Insurance Companies
RE/MAX By the Bay/
The David Banks Team
Spectrum Healthcare Partners
Summit Utilities, Inc.
Texas Instruments

\$1,000 +

Global Companies, LLC
J. B. Brown & Sons
Jordan's Furniture
Kris-Way Truck Leasing, Inc.
Mortgage Network Inc.
Northern Light Mercy Hospital
Perkins Thompson
TruChoice Federal Credit Union
UnitedHealth Group
USI Insurance Services
Workgroup Technology Partners
Wright-Ryan Construction Inc.

\$500 +

Ecomaine
Empower Retirement
Flatbread Company
iBec Creative
Katahdin Trust Company
KMA Human Resources Consulting,
LLC Leonardo's Pizza
Machias Savings Bank
Patrons Oxford Insurance Company
PretiFlaherty
R.M. Davis

Up to \$250

Amazon
Coastal Field Hockey
Hannaford
IIS Financial Services
Sun Life Financial
United Insurance Group
Unitil

In-Kind Donors

\$1,000 +

Jordan's Furniture

\$500 +

Reny's

\$250 +

Aquaboggan Water Park
Anne and Geoff LaFond
Portland Sea Dogs
Paul Schrodt

Up to \$250

Bayside Bowl
Casco Bay Frames and Gallery
Erin Flett
Flowfold
Junior League of Portland
Kennebunkport Resort Collection
Portland Paddle
Rising Tide Brewing Company

Municipal Support

Town of Baldwin

Town of Bridgton

Town of Cape Elizabeth

Town of Falmouth

Town of Gray

Town of Naples

Town of Windham

Town of Yarmouth

Memorial Gifts

In memory of Adam

Margaret Faretra

In memory of Frederick Hills Allen

Edward Allen and Carol Colby

Diana and Tom Allen

Neal Allen

Patricia G. Clark

Lorraine Glidden

David W. Stevens

Betsy T. Stevens

In memory of Linda Angel

Anne Murray

In memory of Margaret Bailey

Jennifer T. Dolley

Karl and Carla Savino

Shawn, Kimberly and Maccoy Murphy

In memory of Jonathan Derrah

John and Linda Howard

Robert and Joanne Derrah

In memory of Peter Dietz

Patrick Dadiago

In memory of Dr. Elizabeth Flannery

Dawn Leland

In memory of Christine Hopkins

Jason Genthner

Anthony and Lucie Morabito

In memory of Roberta Jaro

Susan Samberg

In memory of Art Marcoux

Debra Marcoux

In memory of Claire Metayer

Marie Chadbourne

Alex Metayer

Mark Metayer

Doris Metayer

In memory of Grammie “Claire” Metayer

Robert Metayer

In memory of Lance McCracken

Arlene Tanous-McCracken

In memory of Emily Burke Nichols

Jean Nichols Wood and Steve Wood

In honor of Bruce and Lisa Roscher

Hilary Graebert

Gifts in Honor

**In honor of Broadway Crossing
and TOA’s Mobile Crisis staff**

Benjamin Grasso

In honor of Mara Gay Comer

Susanna Comer Lajoie

In honor of Ellie DiDonato

David and Donna Morton

In honor of family and friends

Frances Seeley

In honor of Anne LaFond

Jennifer Gregg

Odette Thurston

In honor of Susan Lavigne

Raymond and Martha Gross

In honor of Spencer Melnick

Casey McClurkin

In honor of Joe Melnick

Shea and Spencer Melnick

In honor of Savannah Mirisola-Sullivan

Naomi Edwards

**In honor of Tyson and Sloan Rigby’s
Birthdays**

Cecelia and Conrad Walton

In honor of Fran Seeley

Yvonne Barlock and Michael Hagenbuch

Donald and Kristianne Payne

In honor of Sandy Smith

Lauren Hurley

In honor of Ethan Strimling

Peter Bowman

In honor of Michael Tarpinian

Raymond E. Veroneau, Jr.

In honor of Colette Twigg-Rowse

Michael & Nancy Tarpinian

In honor of Penny Wheeler-Abbott

Anonymous

In honor of Cecily and Jim Whiting

Odette Thurston

The Opportunity Alliance

2021-22 Board of Directors

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Ghomri Rostampour

Kris Sahonchik

Marie Christine-Simbizi

Rebecca Smith

Penelope Wheeler-Abbott



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MAINE CRISIS LINE

CALL. TEXT. CHAT.



Maine