

30 YEARS OF COMMITMENT

to Ending Veteran Homelessness
in Minnesota

MACV 2020 Annual Report
2021 Objectives





FROM THE PRESIDENT & CEO
Neal Loidolt

As MACV enters our thirtieth year of serving Veterans experiencing or at-risk of homelessness, we continue to expand our network of staff and partners who are passionate about identifying Veterans in need and coordinating long-term housing stability, employment, and legal services.

Even with MACV's skilled team of problem solvers and extensive knowledge of systems and strategies, 2020 brought new challenges that no one could have foreseen. As part of our organization's ongoing strategic plan, we entered 2020 with fully online data and case management tools and a robust communication platform that allowed us to transition rapidly into a remote work environment for many of our staff in March. This adaptation, and the implementation of safety protocols, allowed for continuity of service provision.

With the onset of the pandemic, MACV was granted greater flexibility and dollars with our federal funding, particularly with respect to sheltering Veterans in local hotels. This effort required an urgent new mission of promoting health by moving Veterans living outside and in congregate shelters into hotels to ensure their ability to isolate safely.

In 2021, MACV expects to transition from our current hotel utilization model and focus on finding safe permanent and transitional housing options for Veterans. We will uphold Veteran safety regarding health issues related to the pandemic, increase engagement with Veterans living unsheltered, and emphasize processes that can mitigate a potential eviction crisis caused by COVID 19's economic turmoil.

MACV's thirty years of commitment to ending Veteran homelessness in Minnesota would not be possible without our remarkable team of professional staff, federal and state government agencies, local nonprofits, community partners, Veteran Service Organizations, County Veterans Service Officers and donors.

Neal Loidolt
Neal Loidolt

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“ *In 2021, MACV will strategically expand our outreach to Veterans hesitant to engage with services because they see themselves as different from the mainstream Veteran population.”*

-Neal Loidolt, President and CEO



MISSION
Ending Veteran homelessness in Minnesota.

VISION

Every Veteran in Minnesota has access to services and support to avoid homelessness and achieve sustainable housing.

VALUES

RESPECT AND DIGNITY

We promote the respect and dignity of every Veteran.

SERVICE COMMITMENT

We work to provide individualized services to Veterans in need.

OUR TEAM

We value and empower staff and support their personal and professional growth.

STEWARDSHIP

We value and utilize all resources effectively and with integrity.

COMMUNITY COLLABORATION

We collaborate to develop innovative solutions across agencies that address the needs of Veterans.

TRUSTWORTHINESS

We act transparently in all aspects of our operations.

2021 OBJECTIVES

- **Direct street outreach** to unsheltered Veterans
- **Landlord engagement** to find housing options for homeless Veterans with negative rental or criminal histories who may not pass screening with many community landlords
- **Healthcare navigation** to ensure that Veterans have access to the physical, mental health and substance use disorder resources that they need to succeed
- **Justice-Involved Veterans initiative** expansion to engage with Veterans who are pre-release from correctional institutions, and with homeless Veterans with the most serious criminal barriers to housing

KEY PARTNERS

With financial support from federal and state resources, MACV partners with foundations, corporations, Veteran Service Organizations and individual donors to galvanize the people, programs and processes which ensure the success of our mission. MACV is grateful for the passion and energy that all of our key partners invest to end Veteran homelessness in Minnesota.

GOVERNMENT PARTNERS



U.S. Veterans Administration



Minnesota Department of Veterans Affairs



Minnesota Housing Finance Agency



County Veterans Service Officers



Minnesota National Guard



Minnesota Department of Employment and Economic Development

VETERAN SERVICE ORGANIZATIONS



American Legion



Veterans of Foreign Wars



Disabled American Veterans

KEY PARTNERS

Leonard J. Mikulay Foundation • Wells Fargo Foundation • Lennar Foundation • MidCountry Bank • Minnesota Masonic Charities • Target Foundation • Otto Bremer Trust • Cargill • Richard M. Schulze Family Foundation • Fred C. & Katherine B. Andersen Foundation • Saint Paul and Minnesota Foundation • Beyond the Yellow Ribbon of Chaska • Wells Foundation • Northland Foundation • Lloyd K. Johnson Foundation • DAV Of Minnesota Foundation, Inc. • Minnesota Twins Wives Organization • Tee It Up For The Troops • Stevens Square Foundation • Benevity Community Impact Fund • Minnesota Truck Headquarters • VFW Post 246 • Albright Foundation • Blandin Foundation • Hardenbergh Foundation • Casey Albert T. O'Neil Foundation • Rochester Area Foundation • Ellison Family Charitable Gift Fund • James B. Linsmayer Foundation • American Legion Post 550 • Unison Comfort Technologies • Abbott Labs • SpartanNash Foundation • Union Seniors Association-DBA Housing Opportunities for People Everywhere • Shilanski and Associates Inc. • Alan and Fayette Ames Charitable Account • Mayo Foundation For Medical Research • Apple Autos Jana's Fund • El Dorado Bar • Ameriprise Financial • Comcast NBCUniversal Military Affairs & Comcast Twin Cities Regional Office • Mike & Linda Fiterman Family Foundation • West Central Initiative • VFW Auxiliary Post 1914 • Corporate Wells Fargo Foundation Community Support Campaign • Margaret Rivers Fund • Securian Foundation • Operation Hat Trick • Fredrikson & Byron Foundation • United Way of Northeastern Minnesota • MLB Foundation • Open Your Heart To The Hungry & Homeless • Stillwater Eagles 94 • VFW Auxiliary Post 323 • Trademark Title Service Inc. • Integrity Holdings Real Estate • 3M Foundation • Stinson LLP • RBC Foundation • Essentia Health • Hennepin County Bar Foundation • Crow Wing Power Community Trust • Minnesota State Bar Foundation • Hunt Electric Corporation • Success Computer Consulting • Xcel Energy Foundation • Nancy Somers Family Foundation • Fire Suppression Services LLC • Tennant Foundation • Jerome J. and Ursula Choromanski Family Foundation • Synchrony Foundation • Ramsey County Bar Foundation • Edina Realty Foundation • Robins Kaplan LLP • Fond Du Luth Casino • Fargo-Moorhead Area Foundation • Thomson Reuters • Telecom Pioneers • Minnesota Veterans 4 Veterans • Target Corporation



\$812,355

In 2020, **2,698 donors** provided **\$812,355** to WCCO-4's "Home for the Holiday's" Campaign



In 2020, **255 donors** provided **\$86,810** to MACV on "Give to the Max" Day

\$86,810

“MACV and our partners are making steady progress towards the goal of having the systems and resources in place to ensure that any Veteran experiencing homelessness can quickly be provided housing, and that episodes of homelessness are rare, brief, and non-recurring.”

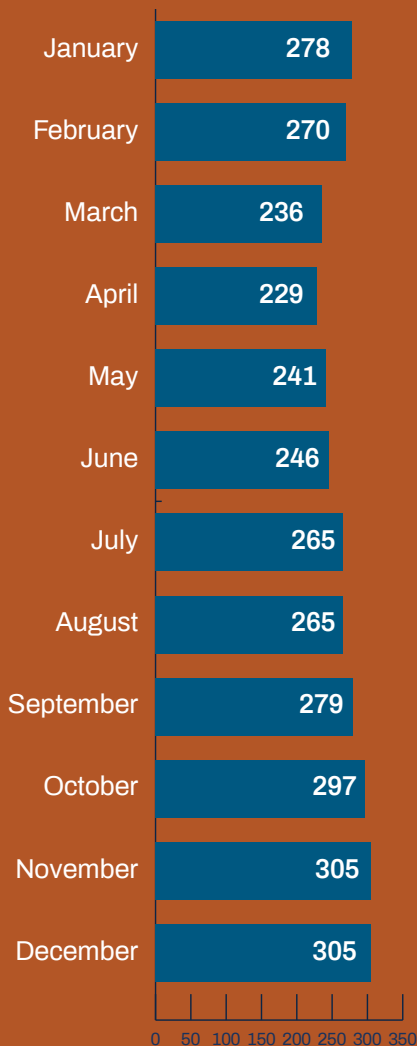
-Jon Lovald, MACV Chief Operating Officer

MACV BY THE NUMBERS

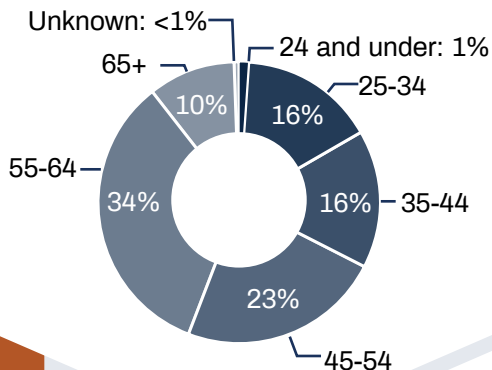
IN 2020, MACV
SERVED
2,795
VETERANS



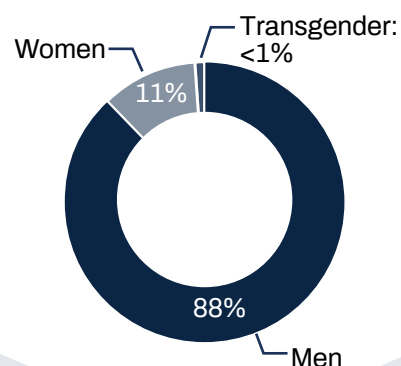
VETERANS EXPERIENCING HOMELESSNESS: MINNESOTA 2020



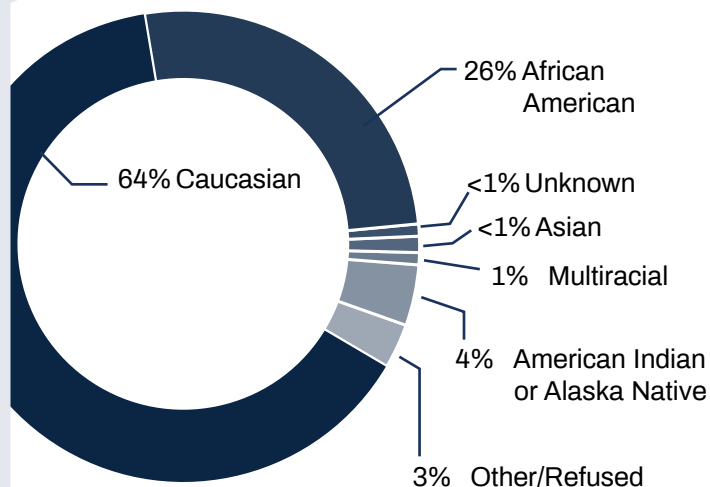
AGE



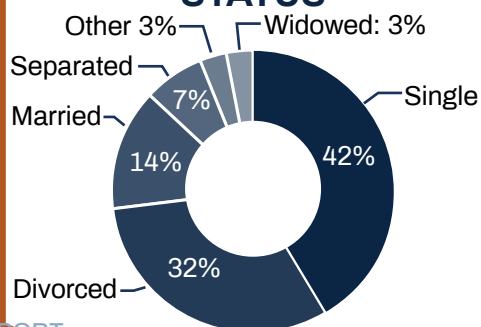
GENDER



RACE/ETHNICITY



MARITAL STATUS



In March 2020, an average of **57.6 homeless Veterans** were being housed per month in Minnesota. Since then, we have seen that placement **cut in half**, with the most recent six-month average being **28 placements per month**.

CELEBRATING 30 YEARS OF SUCCESS

The Minnesota Assistance Council for Veterans team of 63 people, over half of whom are Veterans themselves, is talented, diverse, and committed to ending Veteran homelessness. For thirty years, we have believed that no Veteran should be homeless, that homelessness is preventable and that we can end Veteran homelessness in Minnesota.



1990-1995

1990

MACV established in January with financial support from the Uptown Minneapolis VFW post, initially providing housing for four homeless Veterans

1993

Building 47 program founded at Minneapolis VA Medical Center for 13 homeless Veterans

Started a 26-bed transitional housing program with VA-owned regional houses

1998
First MACV outreach office opened in Duluth

2000
Second MACV outreach office opened in Mankato

Received first federal Homeless Veterans Reintegration Program grant from the U.S. Department of Labor

1996-2000



2001-2005

2002

MACV purchased nine homes formerly leased from the VA in support of our Structured Independent Living (SIL) transitional housing program in the Metro Area

2003

MACV recognized with Outstanding Member Award by the National Coalition for Homeless Veterans

2004

MACV featured in nationally-circulated VFW magazine for its leadership, advocacy and work on behalf of homeless Veterans



“They got me out of the hotel situation and placed me here, and I have now been blessed to receive a housing voucher that I am currently looking for a two bedroom unit for myself and my son.”

-Eric Williams, Army Veteran



"We could be out there in the cold struggling and all that stuff, but they housed me and my children, and you know we'll be able to have a Christmas in our own home."

-Malcalisha Jefferson,
Army Veteran



"And then I'm sitting here with all this stuff in my head, and then I look on the ground there is a St. Stephens outreach packet ... and I get to the back of it, there's the MACV Veteran services."

-Greg Langlois, Army Veteran

2006

Grand Opening of MACV 11-unit Radichel Townhomes on Lake Dorothy in Mankato

First annual MACV-sponsored Metro Stand Down held at the University of Minnesota

2007

New housing initiative planning began for Duluth Veterans Place



2019

Minnesota Governor Tim Walz declared attaining "Functional Zero" Veteran homelessness in Minnesota as an administration goal

MACV headquarters moved from Minneapolis to St. Paul

2020

Hotel initiative housed Veterans during COVID-19 pandemic

2006-2008

2009-2015

2016-2020



2010

U.S. Department of Veterans Affairs Secretary Eric Shinseki and Congressman Tim Walz visited MACV Mankato Radichel Townhomes and Veteran residents

MACV Northern regional office co-located at Duluth Veterans' Place facility

2015

Federal agencies declare an initiative to gain and maintain Functional Zero Veteran homelessness



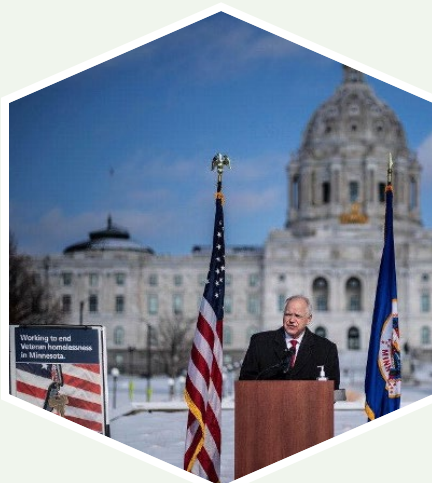
"The really cool thing is we can help just about anybody who has served. Whether it's federal active duty, National Guard or reservist, we have funding so nobody gets left out."

-Nate Martineau, MACV Operations Manager, Marine Corps Veteran

MACV operates regional hubs in Minneapolis, Duluth, and Mankato, with staff situated in communities throughout the state to serve all 87 Minnesota counties. Key to success in all MACV programs is the intensive, individual case management each Veteran receives along with targeted and direct assistance.

TRANSITIONAL AND PERMANENT HOUSING

MACV operates 139 beds of transitional and permanent supportive housing, including units in Duluth, Hibbing, Mankato, Minneapolis, St. Paul, St. Cloud, Richfield, Bloomington, and Maplewood, with additional units coming online soon in North Saint Paul and North Minneapolis. This is an increase of 18 units since 2019. MACV continues our strong partnerships with Housing First Minnesota and Lennar Builders to add these additional units.

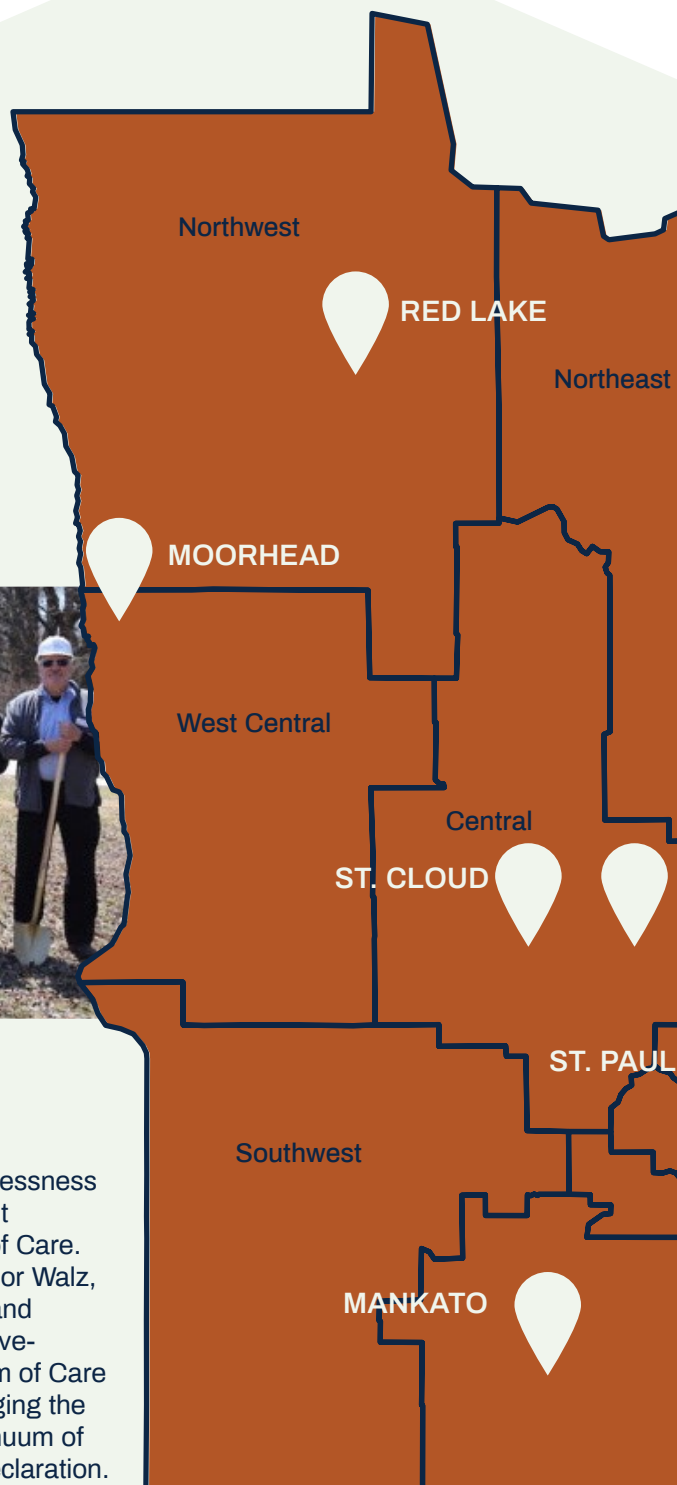
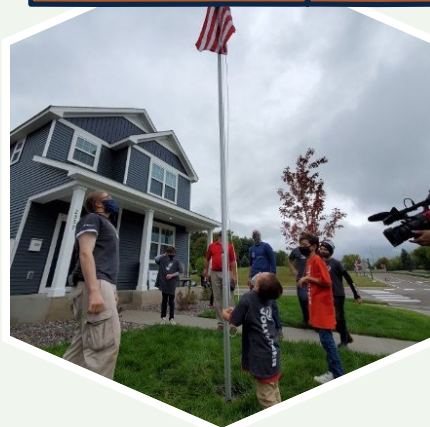


CONTINUUM OF CARE

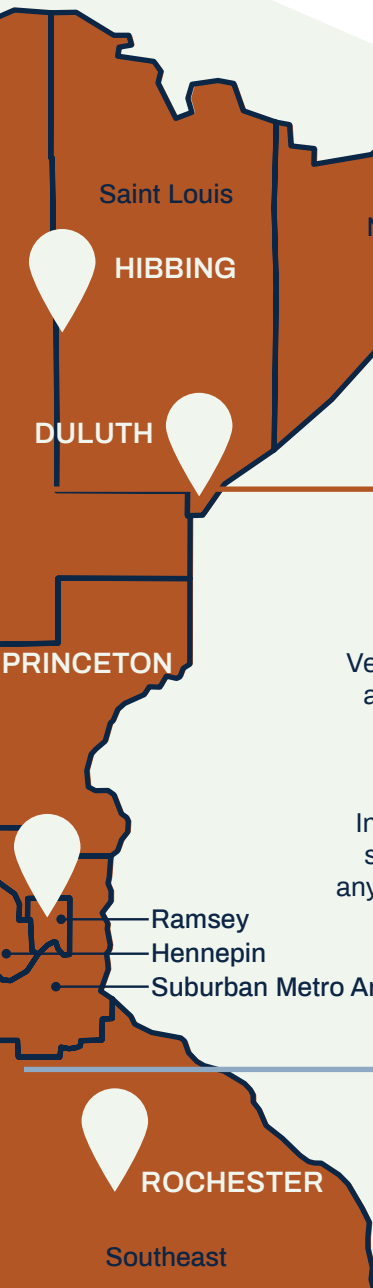
In 2019, we reached our goal of functionally ending Veteran homelessness in the 20 counties of the Southeast Minnesota homeless Continuum of Care. On Veterans Day of 2020, Governor Walz, and Commissioners Larry Herke and Jennifer Ho, announced that the five-county Suburban Metro Continuum of Care had achieved the same goal, bringing the State's total to six of the 10 Continuum of Care regions to have made the declaration.

MINNESOTA HOMELESS VETERAN REGISTRY

MACV works closely with the Minnesota Department of Veterans Affairs and utilizes the Minnesota Homeless Veteran Registry to keep track of Veterans in need. Veteran homelessness should be rare, brief and non-recurring, and the Minnesota Homeless Veterans Registry ensures that all partners are coordinated in our efforts. Ending Veteran homelessness requires addressing issues one Veteran at a time.



Regional Focus: Regional Results



Kevin Beichler

MACV Northern Regional Leader

“Finding safe, viable, permanent and transitional options for Veterans in hotels is critical. Responding to the needs of Minnesota Veterans who will be at risk of eviction as we slowly recover from the COVID-19 pandemic will allow us to keep within striking distance of our goal of ending Veteran homelessness. If you know of a homeless Veteran or a Veteran at risk of becoming homeless because of conditions caused by the 2020-2021 pandemic, I urge you to contact MACV today.”

“We are strategically expanding services to Veterans outside of our state’s large population areas. We want to connect with these heroes, as well as others who may not feel they are ‘mainstream.’ MACV is equally committed to Veterans who are women, LGBTQ, Black, Indigenous and People of Color. If you proudly served in the Active or Reserve component of any branch of service – or in the National Guard – MACV stands ready to assist you.”



Shannon Gregory

MACV Metro Regional Leader



Sadie Rezac

MACV Southern Regional Leader

“With every passing month, we at MACV know that Minnesota Veterans come closer and closer to the end of the eviction moratorium. As an organization, we have aggressively outreached to previously served Veterans, community partners, and through media and social media networks to make sure Veterans are aware of the homelessness prevention resources offered so that we are able to stay ahead of the crisis. MACV can’t help if you don’t contact us.”

THE THREE PILLARS

The combination of programs operated by MACV sets apart our approach to ending Veteran homelessness from any other organization in the local or national ecosystem. MACV's holistic programming secures housing and basic stabilization services for homeless and at-risk Veterans. There are three pillars to MACV's services: housing, employment and legal.



PILLAR 1: HOUSING

TRANSITIONAL HOUSING AND COVID-19

MACV recognized our critical public health role as the COVID-19 pandemic emerged. We leveraged all available methods to rapidly house Veterans without a safe place to shelter. MACV provided an important safety net by expediting access to residential properties which provide support to Veterans in need of structured settings to remain housed, substantially increasing direct financial assistance for short-term needs affecting Veterans' ability to secure or remain in suitable housing, and coordinated hotel stays to provide safe, isolated shelter for Veterans experiencing homelessness. Internally, the MACV staff switched to a state-wide case management system to responsively lessen the burden placed on staff working in "hot spot" communities as the pandemic evolved.



“ I feel good. I feel like this is a step in the right direction and I will be in my own place pretty soon.”

**-Dale Rumble,
Marine Corps Veteran**



HOTEL PROGRAM

At the onset of the pandemic, MACV developed relationships with hotels throughout the state, leading to the placement of 264 Veterans experiencing homelessness into hotels throughout 2020. On average, the Veteran stayed 46.7 days while engaging with MACV staff to move into transitional housing, or other pathways leading to permanent housing. Usage of hotels provided a unique opportunity for MACV staff to work in a stable location with Veterans who otherwise were challenging to engage due to lack of regular nighttime shelter and inconsistent access to technology. The hotel program has led to nearly 100 positive housing outcomes for Veterans. Looking ahead to 2021, MACV is working diligently to identify permanent and transitional housing outcomes for each of the 90 Veterans, including Veterans with families, who remained in hotels at the beginning of 2021.

“ We know that our current hotel utilization model will change in 2021. Finding safe, viable, permanent and transitional options for Veterans in hotels is critical.”

James McCloden, MACV Hotel Program Manager, Army Veteran

LANDLORDS

Landlords are essential partners in obtaining permanent housing for Veterans. Finding long-term housing for high-barrier individuals MACV serves, such as Veterans with a history of eviction, bankruptcy, or foreclosure can be a daunting task. MACV employs a Landlord Engagement Specialist as a dedicated staff member to build and maintain relationships with local landlords and property owners, which has resulted in obtaining lease and rental agreements for hundreds of Veterans in the past year. Of note, no MACV-placed Veterans living in housing units secured through landlord engagement efforts have been evicted in the last two years.

“MACV has wraparound services for the tenants, so really we work as a team to make sure that our tenant is getting everything that is absolutely necessary to them.”

-Rich Holst, St. Paul Landlord



139
TOTAL BEDS

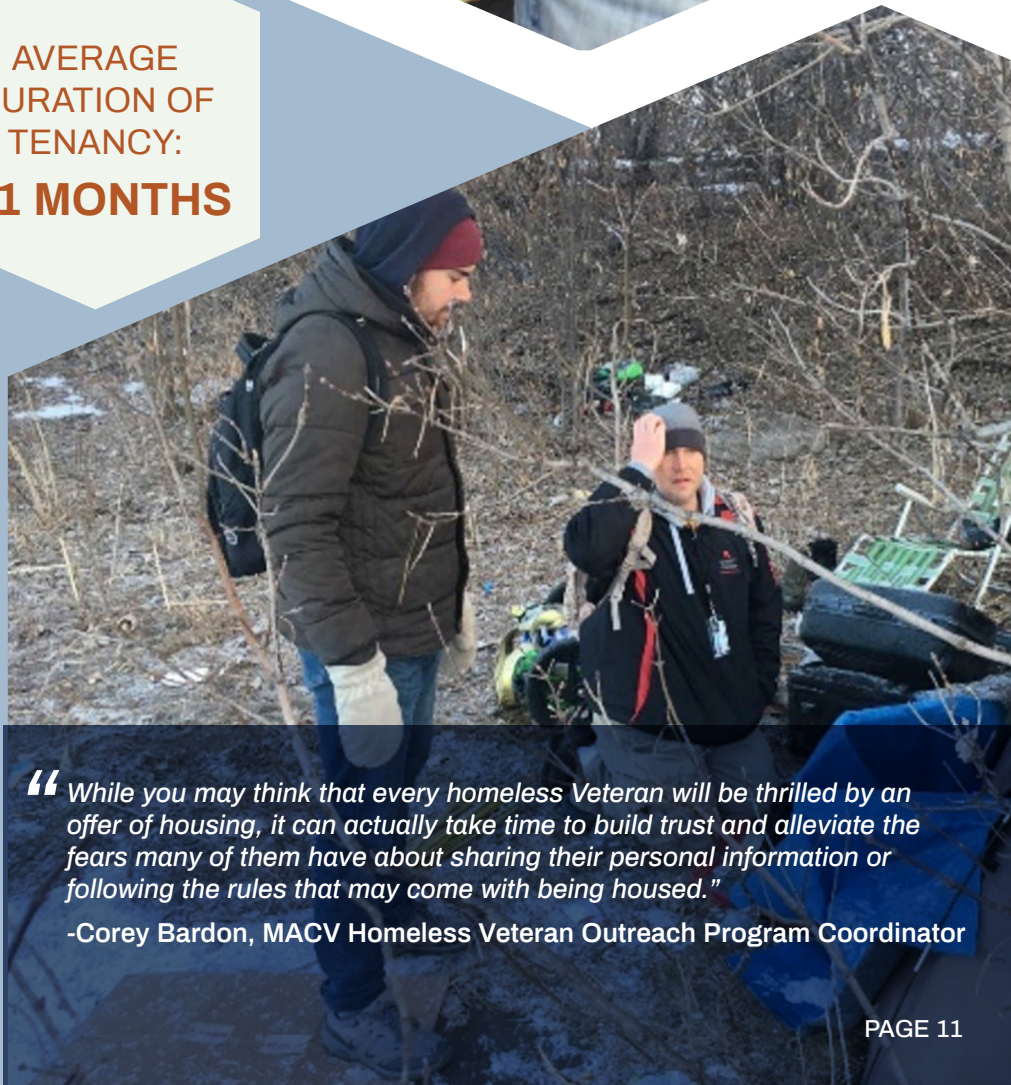
48: NORTHERN REGION
63: METRO REGION
11: SOUTHERN REGION

AVERAGE
DURATION OF
TENANCY:

6.1 MONTHS

HOMELESS VETERANS OUTREACH

The urgency of locating and housing the most vulnerable Veterans on our streets was elevated during the pandemic. MACV initiated a street outreach program to identify and build relationships with Veterans so that they could live in a safe environment. During 2020, MACV initiated contact with unsheltered Veterans and transitioned them to the safety of a hotel or other transitional housing solutions.



“While you may think that every homeless Veteran will be thrilled by an offer of housing, it can actually take time to build trust and alleviate the fears many of them have about sharing their personal information or following the rules that may come with being housed.”

-Corey Bardon, MACV Homeless Veteran Outreach Program Coordinator

During the COVID-19 pandemic, MACV Employment Services and support pivoted to address long-term employability issues highlighted by widespread layoffs or furloughs.

MACV worked collaboratively with the Minnesota Department of Employment and Economic Development, local nonprofits, the VA, and employers throughout the state in obtaining meaningful employment for Veterans.

Through our Department of Labor grants, in 2020 we placed 151 Veterans into employment at an average hourly wage of \$17.29, representing annual gross wages of approximately \$4,530,000. 87% of Veterans who got jobs through our program kept their position for at least six months.

Throughout 2020, MACV utilized remote technology to provide pre-employment services and job training. Even with rising unemployment throughout the state, MACV continued to engage local training providers to strengthen Veteran's vocational skills, enhance résumé development, and build relationships with employers. This emphasis on job stability ultimately resulted in permanent housing outcomes.

2020 EMPLOYMENT SERVICE RESULTS

151

Veterans Placed
in Employment

\$17.29

Average
Hourly Wage

87%

of Veterans kept their
position 6 months or more

\$4,530,000

Annual
Gross Wages

EXPERIENCE 2020

With in-person Stand Downs canceled due to the pandemic, MACV's Employment Services and Housing Services participated in the statewide "Experience 2020" hosted by the Minnesota Military & Veterans Exchange on October 29. More than 550 Veterans registered to receive assistance for an array of services, and MACV was able to directly provide assistance to 37 Veterans who identified themselves as currently homeless.



TRUCK DONATION

As an effort to assist Veterans affected by COVID-19, Wells Fargo and Apple Autos collaborated to donate a brand-new, payment-free Ford F-150 to MACV. This vehicle has been instrumental in assisting Veterans get to job interviews and assisting with move-ins.

"I am a success story of them taking those funds and turning around and helping me get back on my feet in such a short period of time."

-Paul Fritsche, Army Veteran

PILLAR 3: LEGAL



MACV's legal team and volunteer lawyers provide professional help for Veterans to resolve outstanding legal issues that impact their housing and employment.

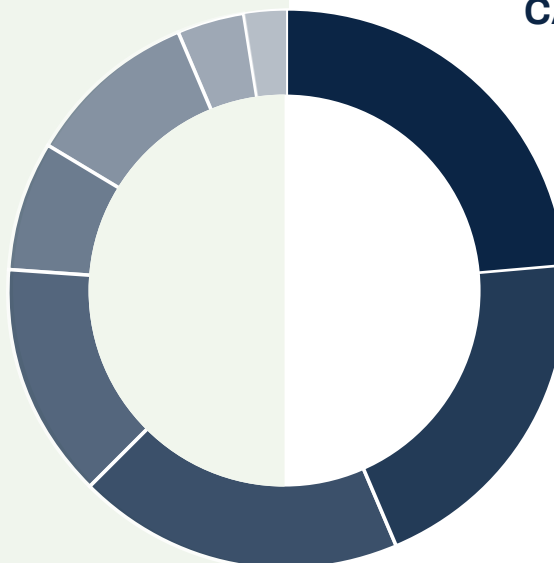
The Vetlaw program overcame significant challenges due to the coronavirus pandemic in 2020. The program's service model, which depends on community legal clinics to engage with Veterans across Minnesota, had to swiftly transition to a remote work model with Vetlaw attorneys providing advice and counsel directly to Veterans seeking assistance. Even with the restrictions, more than 1,700 Veterans received direct assistance with over 2,100 legal matters in 2020.

Volunteers who previously participated in legal clinics also provided remote support addressing common legal issues impacting Veteran stability such as housing, criminal expungement, debt collection defense, employment, and family law matters.

1,763
VETERANS
ASSISTED

2,144
VETLAW
CASES

**MACV Vetlaw
served
our 10,000th
Veteran in
2020**



CASE TYPE

- 19% Family
- 16% Housing
- 15% Elder Law
- 11% Consumer
- 6% Employment
- 8% Criminal
- 3% Criminal Expungement
- 2% Licenses

JUSTICE-INVOLVED VETERANS



GOALS

- Prevent homelessness from occurring upon release
- Reduce recidivism and ensure compliance with conditions of release and parole
- Prevent Veterans from being re-incarcerated
- Resolve homelessness through assistance overcoming barriers to obtaining permanent housing and employment
- Make referrals and connect Veterans to community resources

Criminal history directly impacts Veterans' housing stability. Over 520 men and women in Minnesota's state correctional facilities have a record of military service, and 21% of MACV clients in 2020 reported a felony conviction on their record. This group faces significant barriers to stable housing. Compared to the general homeless population, Veterans with a felony on their record:

- Take approximately 50 days longer to house if they become homeless;
- Are about half as likely to get housed at all; and
- Are more likely to lose housing and become homeless again.

MACV created the Justice-Involved Veterans initiative to assist Veterans who require support and navigation pre- and post-release from incarceration to prevent parole violations and recidivism. Our program also connects Veterans to permanent housing, employment, and legal services to avert future crises.

Justice-Involved Veterans Program is also a critical tool in addressing the racial disparities seen in the homeless Veteran population. Despite only making up roughly 4% of Minnesota Veterans, African American Veterans made up 37% of the population on the Minnesota Homeless Veteran Registry who have been convicted of a felony. Native Americans make up 0.9% of Minnesota Veterans, but constitute 12% of the justice-involved Veteran population on the Registry.

MACV continues to be financially healthy with approximately 5 months of total cash on hand. These resources allow for long-term financial stability and the ability to pursue opportunities and solutions towards ending Veteran homelessness.

2020 FINANCIALS



FINANCIAL POSITION

	DEC. 31, 2020	DEC. 31, 2019
ASSETS		
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 3,634,897	\$ 2,964,739
Accounts Receivable	\$ 2,079,745	\$ 1,246,146
Prepaid Expenses	\$ 76,917	\$ 85,306
TOTAL CURRENT ASSETS	\$ 5,791,559	\$ 4,296,191
TOTAL OTHER ASSETS	\$ 45,007	\$ 43,955
PROPERTY & EQUIPMENT		
Construction in Progress	\$ 48,363	\$ -
Land	\$ 1,038,880	\$ 885,734
Buildings and Improvements	\$ 6,911,569	\$ 6,209,239
Furniture & Equipment	\$ 195,712	\$ 149,404
Vehicles	\$ 189,289	\$ 147,990
Accumulated Depreciation	\$ (2,487,908)	\$ (2,217,712)
TOTAL PROPERTY & EQUIPMENT	\$ 5,895,905	\$ 5,174,655
TOTAL ASSETS	\$ 11,732,471	\$ 9,514,801
LIABILITY & NET ASSETS		
LIABILITIES		
Total Current Liabilities	\$ 517,874	\$ 315,743
Long-Term Debt	\$ 2,569,157	\$ 2,189,539
TOTAL LIABILITIES	\$ 3,087,031	\$ 2,505,282
TOTAL NET ASSETS	\$ 8,645,440	\$ 7,009,519
TOTAL LIABILITIES & NET ASSETS	\$ 11,732,471	\$ 9,514,801

FINANCIAL ACTIVITY

	2020	2019
REVENUE		
Contributions	\$ 2,933,252	\$ 1,734,876
Governmental Grants	\$ 6,766,574	\$ 4,894,899
Earned Income (Rent and Contract)	\$ 204,032	\$ 276,167
Other Income	\$ 14,914	\$ 119,744
TOTAL REVENUE	\$ 9,918,772	\$ 7,025,686
EXPENSE		
Personnel	\$ 3,856,910	\$ 3,300,330
Contracted Services	\$ 443,587	\$ 474,152
Direct Financial Assistance	\$ 2,913,607	\$ 1,667,037
Facilities	\$ 390,273	\$ 293,352
Office and Operating	\$ 573,553	\$ 524,950
Insurance	\$ 61,527	\$ 75,146
Professional Development	\$ 40,191	\$ 27,820
Travel	\$ 44,051	\$ 145,902
Marketing and Communication	\$ 13,435	\$ 30,927
Events	\$ 12,841	\$ 62,081
Other Expenses	\$ 35,476	\$ 39,043
Non-Operating (Depreciation & Interest)	\$ 351,814	\$ 358,767
TOTAL EXPENSE	\$ 8,737,265	\$ 6,999,507
CHANGE IN NET ASSETS	\$ 1,181,507	\$ 26,179

2020 brought unprecedented importance and meaning to our programs and mission to end Veteran homelessness in Minnesota. MACV has responded to the rising level of need for support from those experiencing homelessness, job loss, and legal barriers to housing, and countless other challenges to health and stability. Thanks to the financial support of individuals, companies, foundations, and various government grants and programs, MACV was able to scale our services and capabilities to address the rising and unforeseen needs of those we serve. We were able to both grow our staff and significantly increase the amount of funding dedicated directly to program services and financial assistance on behalf of those in need.

While approximately 68% of our funding comes from government sources, philanthropic and in-kind support from individuals, companies, and foundations provide critical resources needed to end Veteran homelessness in Minnesota. Over 84% of all expenses in 2020 were spent directly on programmatic services, while 16% were spent on fundraising and administrative functions critical for effective and capable organizations.

MACV ended the year with a healthy surplus that positions our team well with the resources that will be required to meet the ongoing needs of Veterans who are homeless or at risk of becoming homeless.



1000 University Avenue West Suite 110
St. Paul, MN 55104

833-222-MACV (6228)

www.mac-v.org

mac-v@mac-v.org

CONTACT US @MACVorg

