

2021 MINNESOTA ASSISTANCE COUNCIL FOR VETERANS ANNUAL REPORT

**INNOVATION
THROUGH
ADVERSITY**





FROM THE President & CEO Neal Loidolt

Minnesota Assistance Council for Veterans (MACV) is on the path to ending Veteran homelessness in Minnesota.

In addition to the strong network of community providers committed to supporting MACV's mission, our success is due to the extraordinary capability of our staff, 11-member board of directors (nine of whom are Veterans), and volunteers.

This year the MACV team grew in size, scope, and dedication to our mission of serving Minnesota Veterans either experiencing or at-risk of becoming homeless. More than 60 staff members are geographically dispersed in order to best serve Veterans in communities throughout Minnesota. We are fueled by the vision for every Veteran in Minnesota to have access to services and support to have stable housing.

In 2021, we prioritized the advancement of our strategic plan to ensure we have a team culture that supports the well-being and growth of our employees. The plan also allows us to confirm that we provide client-centered, best-practice services, and that equity and diversity are included in all our organizational processes.

Innovation through adversity was essential as we created responsive programs to address the current climate of COVID-19, escalating cost of living, and layered inequities facing Veterans in communities across Minnesota.

We invite you to read this report and learn more about how MACV pursued our mission with determination and commitment to our Veterans over the last year. Thank you for your continued support throughout 2021.

Neal Loidolt

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& CEO

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MISSION • VISION • VALUES



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.

Stewardship

We value and utilize all resources effectively and with integrity.

Service Commitment

We work to provide individualized services to Veterans in need.



Thank you to MACV. Your work to support homeless Veterans and their families is making a huge difference.

-U.S. SENATOR TINA SMITH

Community Collaboration

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

Our Team

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

Trustworthiness

We act transparently in all aspects of our operations.

KEY PARTNERS

Funding for MACV's operations comes from individuals, philanthropic foundations, corporations, government sources, and revenue from housing properties. Every dollar furthers our mission to end Veteran homelessness through client assistance and investment in our organization's capabilities.

FINANCIAL SUPPORTERS

3M Foundation · Abbott Labs · Albright Foundation · Allianz Life Community Giving · Ameriprise Financial · Ballard Spahr LLP · Bell Bank Mortgage · Bethlehem Lutheran Church · Bob Woodruff Foundation · Butzow Family Foundation · Casey Albert T. O'Neil Foundation · Colleen and Levi Johnson Family Fund · Comcast · Community Giving · Consolidated Communications Foundation · Coon Rapids North Star Lions · Delta MSP Family Fund · Duke Cannon · Ecolab Foundation · Edina Realty Foundation · Edina Realty White Bear Lake · El Dorado Bar · Elks Lodge No 44 of the Benevolent · Ellison Family Charitable Gift Fund · Essentia Health · F. R. Bigelow Foundation · Fire Suppression Services LLC · Fond Du Luth Casino · Fred C. & Katherine B. Andersen Foundation · Fredrikson & Byron Foundation · General Mills Foundation · Griffiths Foundation · Hardenbergh Foundation · Hennepin County Bar Foundation · Home Depot Maplewood · Home Depot Store Apple Valley · Hugh and Melissa Cullen Family Fund · Hugh J. Andersen Foundation · Integrity Holdings Real Estate · ItascaPoint, Inc. · J. Long Clothing of Mankato, Inc. · James B. Linsmayer Foundation · Jean and Tom Donation Fund · Jerome J and Ursula Choromanski Family Foundation · Joseph Durda Foundation · Key City Running LLC · King-Sheppard Charitable Fund · Lavender Magazine · Lennar Foundation · Leonard J. Mikulay Foundation · Lions Forest Lake Club · Lloyd K. Johnson Foundation · Lou Campbell Productions · Manheim Northstar Minnesota · Mankato Area Foundation · Mankato Elks Club Inc. · Mardag Foundation · Margaret Rivers Fund · Medtronic · Merjent Foundation · Merrill Lynch · Michels Utility Services, Inc. · MidCountry Bank · Minnesota Adult & Teen Challenge · Minnesota Masonic Charities · Minnesota Petroleum Service, Inc. · Minnesota State Bar Foundation · Minnesota Veterans 4 Veterans · Mount Zion Lutheran Church · Mystic Lake Casino · Nancy Somers Family Foundation · Northland Foundation · Open Your Heart To The Hungry & Homeless · Operation Hat Trick · Ordean Foundation · Otto Bremer Trust · Premier Bank · Proto Labs · Proto Givers Community Outreach Group · Prudential AP · Ramsey County Bar Foundation · RBC Foundation · ReMax Advantage Plus · River Hills Scheels · S & S Trust · Saint Paul Foundation · Shelly & Michael Hanson Family Fund · Shilanski and Associates Inc. · Software Diversified Services · Soldier's Wish · Spire Credit Union · St. Luke's Lutheran Church of Bloomington MN · Standard Heating · Stinson LLP · Success Computer Consulting · Synchrony Foundation · Target Foundation · Tee It Up For The Troops · Tennant Foundation · The Hallgren Charitable Fund · Trademark Title Service Inc. · Twin Cities Closet Company · US Bank · Veterans Support Brigade · Walker Family Foundation · Wells Fargo Foundation · Wells Foundation · White Castle System, Inc. · Xcel Energy Foundation

GOVERNMENT PARTNERS

County/Tribal Veterans Service Officers · Minnesota Department of Employment and Economic Development · Minnesota Department of Veterans Affairs · Minnesota National Guard · U.S. Department of Housing and Urban Development (HUD) · U.S. Department of Labor · U.S. Veterans Administration

VETERAN SERVICE ORGANIZATIONS

American Legion · Disabled American Veterans (DAV) · Veterans of Foreign Wars (VFW)

MAJOR FUNDRAISING CAMPAIGNS

Give to the Max Day · Home for the Holidays hosted by WCCO-4 CBS Minnesota and the Minnesota Twins

I'd like to thank the Minnesota Assistance Council of Veterans for all the outstanding work you do for Veterans and their families.

**-U.S. SENATOR
AMY KLOBUCHAR**

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TOTAL DONATIONS

\$123,442

OF DONORS 368



TOTAL DONATIONS

\$820,286

OF DONORS 1478

1,438
TOTAL
SERVED

BY THE NUMBERS

GENDER

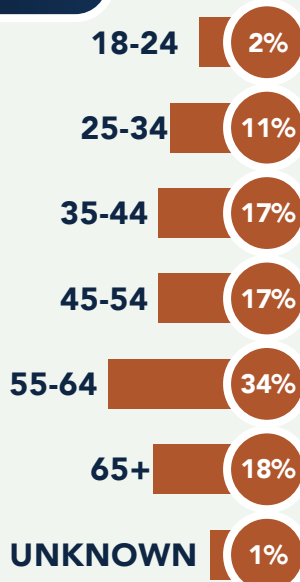
88.5%
MEN

11.4%
WOMEN

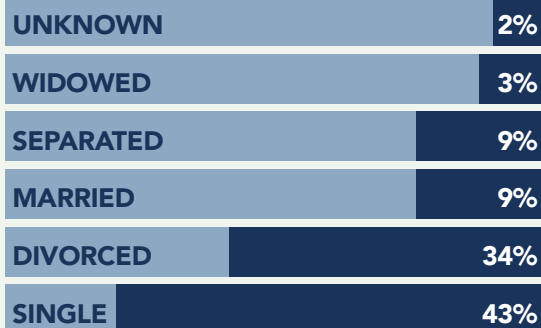


.1%
TRANS or
NONBINARY

AGE



MARITAL STATUS



CHILDREN

38%
YES

62%
NO

DISABILITY STATUS

62%
YES

17%
NO

21%
UNKNOWN



75%

OF THE
VETERANS
ON THE
HOMELESS
VETERAN
REGISTRY
WERE SERVED
BY MACV

SERVICE BRANCH

10%
AIR
FORCE

55%
ARMY

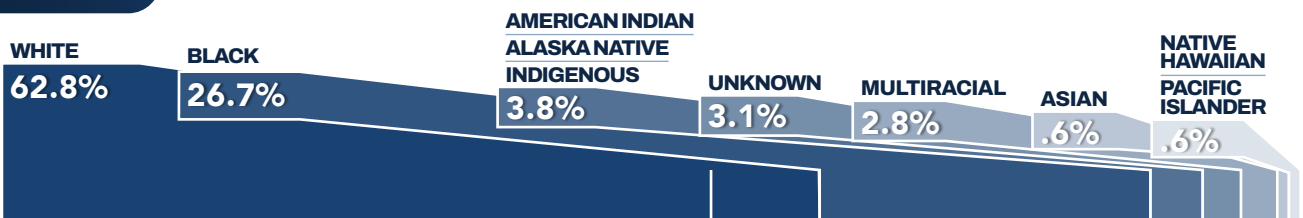
<1%
COAST
GUARD

15%
MARINE
CORPS

20%
NAVY

RACE

Some Veterans identify with more than one category.



SERVICE SERVICE SERVICE SERVICE

The mission of MACV is to end Veteran homelessness in Minnesota. We believe that no one who served in the armed forces should be homeless. The number of homeless Veterans is declining steadily. However, more than 25% of Veterans experiencing homelessness in Minnesota have either experienced repeated bouts or long-term homelessness. In 2021, we **reached more than 3,000 people** and **provided comprehensive services to over 1,700.**



After being medically retired from the Marines, I struggled to fit in and find purpose in civilian life. Support from Veteran networks helped me to move from couch surfing to stability. Today I volunteer to encourage those still struggling that there is a way to the other side.

-ERIC



Commitment to Volunteers

MACV earned certification as a Service Enterprise in September from Points of Light, a thought leader in the global impact of volunteerism. Certification included an organizational large-scale assessment, over 20 hours of training and coaching, and an extensive internal planning and change process to better integrate volunteers into our human capital strategy. This accomplishment shows that our organization has the capability and management expertise to strategically use volunteers to better achieve our mission.



Certification was a priority in 2021, paving the way for MACV to join **the top 11 percent of nonprofits nationwide** that follow best practices in volunteer management and organizational performance.



We recognize the importance of ensuring those who step forward and volunteer have rewarding experiences and feel appreciated for the important work they do to help us end Veteran homelessness.



Making a Difference

MACV plays a key role in helping Veterans find stable housing when they have nowhere else to go. MACV is the largest non-government agency providing housing services to Veterans on the Homeless Veteran Registry.

“The person we spoke to was fantastic and helped us understand what was going on, and explain. I have been extremely stressed due to the situation and appreciate how great this company really is!

-KEYONA

“MACV has helped me tremendously. Just when I lost my footing and collapsed, MACV gave me the resources to pick myself back up again and gave me the tools to survive/thrive during these difficult times.

-ROSE



“For the last six to nine months, I have been helped, aided, covered, and supported by MACV, they are amazingly incredible. They operate in integrity, compassion, fairness, and solution-oriented actions. Hats off to them. I am prouder, stronger as a human being and a Veteran. I highly recommend them and their programs.

Hats off to you all and salutes. I hope our relationship continues. You are the best! Staff that listens, respects, forgives, and goes the extra mile. Thank you for your professional and honorable service to Veterans and their loved ones. It has not gone unnoticed, and I am really grateful.

- FRED



”

I have always had a concern for homeless Veterans throughout my life. Being a volunteer for MACV helps me feel like I am doing something for those who have been brave enough to serve my country. Seeing the Veterans and chatting with them, lets me personally thank them for their service.

-CHRISTINE

COVID-19 Response

MACV's staff members provide quality services to Veterans experiencing housing instability or homelessness through a hybrid remote/office work model. Our staff is 100% vaccinated, and we are taking precautions to keep our staff, Veterans, and stakeholders safe as the pandemic evolves.

Innovations in existing programs in response to COVID-19 include:

- 1 Directing over \$3 million to provide financial assistance to respond to Veterans' increased short-term needs
- 2 Expanding legal support and representation to navigate new policies implemented by state leadership.
- 3 Coordinating hotel stays to provide temporary shelter for Veterans who would otherwise experience homelessness.
- 4 Implementing efficient, comprehensive COVID-19 safety plans in our residences.

PROGRESS

Huge milestones were achieved in 2021, reminding our team that we can innovate through adversity and work together to end homelessness. To evaluate program effectiveness MACV utilizes data shared between collaboratives like the Continuums of Care (CoC), Minnesota Homeless Veteran Registry, our internal Salesforce client database, and the State of Minnesota's Homeless Management Information System.

MACV is an active partner in all ten regional CoCs, which regularly convene to identify service gaps, solutions, and best practices for individuals experiencing homelessness throughout their communities.



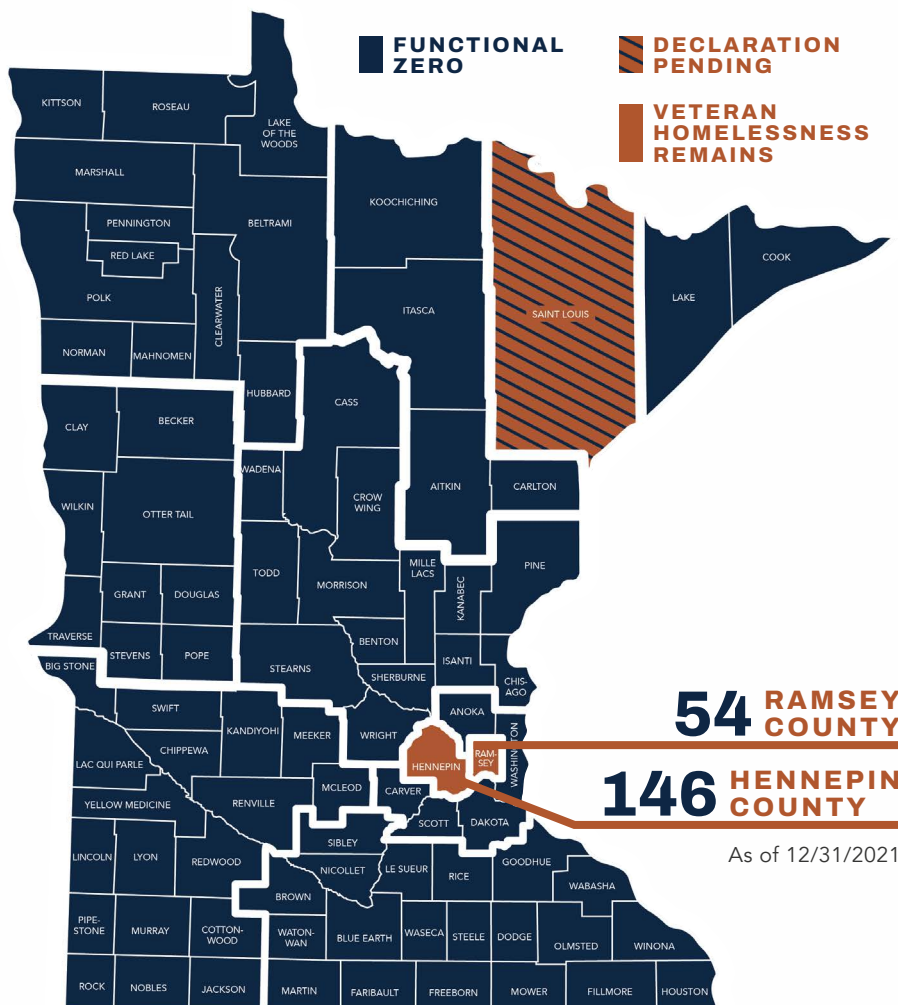
Ending Veteran Homelessness

Functional Zero is a milestone indicating that a region has measurably ended homelessness for a population, and they are sustaining that achievement.

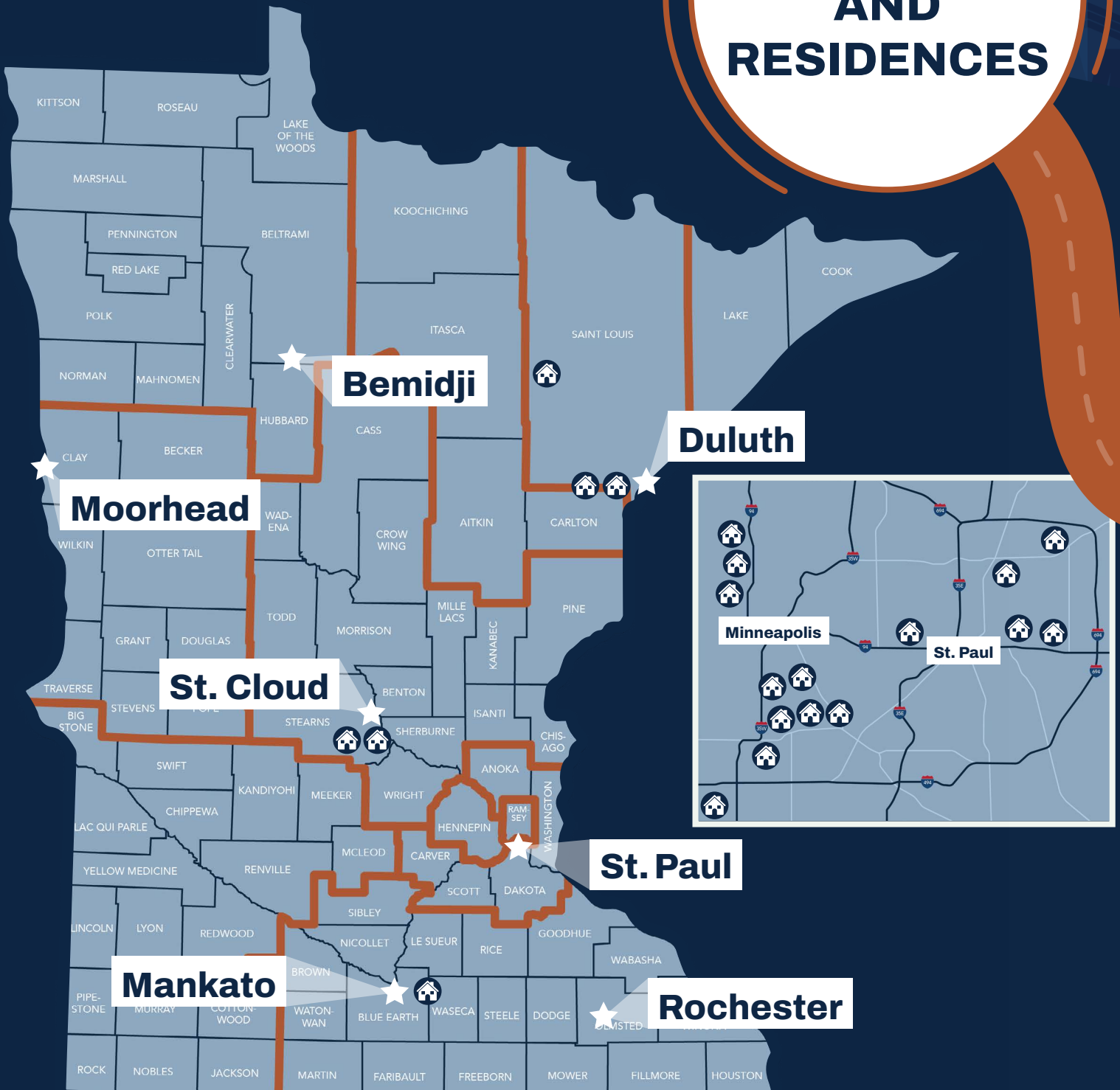
Reaching and sustaining Functional Zero helps communities shape a future where Veteran homelessness is rare overall, brief when it occurs, and non-recurring.

In November, the state's Central CoC achieved Functional Zero Veteran homelessness. This geographic area includes Benton, Cass, Chisago, Crow Wing, Isanti, Kanabec, Mille Lacs, Morrison, Pine, Sherburne, Stearns, Todd, and Wright counties.

A comprehensive plan and robust system of programs and services, which includes MACV, have been developed to ensure that any Veteran experiencing homelessness in the Central CoC gets timely support to make their situation brief and non-recurring.



MACV OFFICES AND RESIDENCES



Duluth

5209 Ramsey St.
Duluth, MN 55807

St. Paul

1000 University Ave. W
Suite 110
St. Paul, MN 55104

Mankato

724 Madison Ave.
Mankato, MN 56001

HOUSING

The most-reported immediate reason for homelessness in MACV's case records was a lack of access to affordable housing. The end of protections, such as the statewide rental eviction moratorium, created more urgency in MACV's distribution of an unprecedented amount of financial assistance in 2021.

Diverse Populations

Black, Indigenous, and other People of Color, as well as women-led households, face more challenges to housing stability when compared to their white male counterparts. Factors like widespread unemployment or longer periods of homelessness before securing stable housing contribute to these inequities.



70%

"Roughly 70% of our transitional housing residents exited into long-term housing."

*—Neal Loidolt,
President & CEO*



A New Housing Option

MACV celebrated the establishment of our first accessory dwelling unit (ADU) with a ribbon cutting in Minneapolis this past November. The ADU, a one-bedroom freestanding home, provides supportive housing and a safe place for a Veteran to start anew.

Several partners made this new space a reality. YardHomes MN constructed the home, Ikea provided furnishings, Venn Foundation secured the program-related investment opportunity, and local government laid the foundation for success.



Having a safe, secure and stable location to call home is the best way to get homeless Veterans back on their feet.

**-LARRY HERKE,
COMMISSIONER OF
MINNESOTA DEPARTMENT OF
VETERAN AFFAIRS**



Emergency Housing

MACV's emergency hotel shelter program, launched in 2020 to address the acute need for Veterans to access shelter during the outset of the COVID-19 pandemic, is designed for those who have no other housing options. At the beginning of 2021, **110 Veterans** resided in our shelter program. MACV placed **195 Veterans** in our emergency hotel shelter program over the course of 2021. At the end of the calendar year, just **38 Veterans** use this program.

MACV continues to work diligently to identify permanent and transitional housing options for Veterans, including Veterans with families utilizing hotel emergency shelters. So far this program, one of MACV's most impactful initiatives, has resulted in **securing more than 10,000 nights of shelter** for Veterans across Minnesota.



Home Donation

MACV received a home donation in July. Lifelong Stillwater area resident John DeFore asked his grown children, Brian and Brianna DeFore, to donate his home to a Veteran upon his passing. This transfer of property ownership was accomplished with the help of many partners to include the local Beyond the Yellow Ribbon chapter, Edina Realty Title President Brad Fisher and his staff, as well as attorney David Brandell and longtime MACV partner JD Roofing & Construction.

FLAGSHIP PROGRAMS

MACV offers innovative programming to address Veterans' needs. We avoid duplication of services by closely partnering with other agencies and groups. Our approach provides wraparound support to housing Veterans throughout Minnesota.

Financial Assistance

MACV provides one-time or short-term financial assistance on behalf of Veterans with demonstrated need. Assistance is issued directly to third parties such as landlords or utility companies to cover costs like rent, mortgage, security deposits, utilities, transportation, food, clothes, or work-related tools. Once stabilized, Veterans work with case managers to ensure that similar crises do not occur again.

Housing Case Management

MACV's housing case management program is the cornerstone of our organization. In 2021 we hired 15 service providers, bringing the total to more than 40 state-wide.

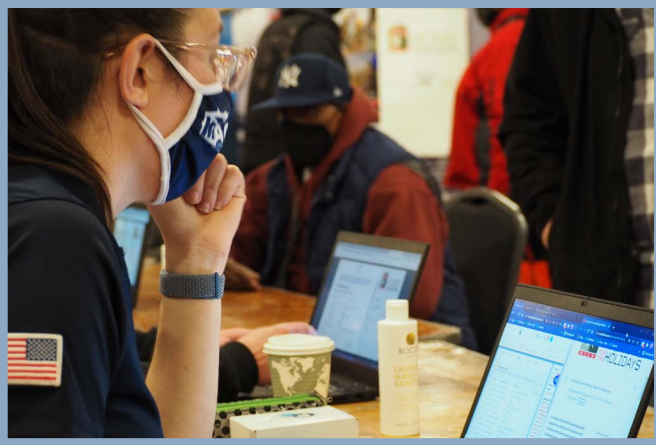


Case managers, many of whom are Veterans themselves, work with clients to navigate community resources, access financial assistance, connect with benefit programs offering income sources, or other needed services. They use creative methods to gain and retain contact with Veterans who are highly mobile and have a history of disengagement from service providers.

Supportive Housing

Research shows that homeless individuals can only make meaningful progress toward long-term stability after securing safe, accessible housing. We prioritize helping currently housed Veterans stay in their homes and finding homeless Veterans mainstream housing such as apartment rentals. MACV also offers supportive housing to ensure that Veterans can access settings that accommodate their unique situation. MACV manages **151 units of supportive housing** for Veterans who need extra help establishing housing stability.





Employment Services

When Veterans with barriers to stable employment enroll in MACV services, staff help them create a service plan addressing mental and physical health issues, gaps in employment, or legal barriers preventing them from finding or keeping jobs.

MACV then connects Veterans to job skills training and provide in-house education about soft skills such as conducting a successful job search, resume writing, mock interviews, and workplace norms. In 2021, we **placed 193 Veterans in employment** at an average hourly wage of \$17.72, representing **annual gross wages of approximately \$4,693,593**. 87% of Veterans who got jobs through our programs last year were still employed in follow-up.



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Every Veteran is unique and requires their own solution. We are here to walk beside each Veteran on their path to stability.

-DUSTIN BYSTROM,
STATEWIDE EMPLOYMENT
PROGRAM MANAGER

Vetlaw

Vetlaw offers a range of legal services through three on-staff attorneys, support staff, and hundreds of pro bono legal professionals. MACV proactively created a third staff attorney position in 2021 to cope with the expected increase in eviction cases as national and statewide moratoriums expire. The most common case types seen by Vetlaw staff include family, housing, and employment.

SPECIALIZED PROGRAMS

This year brought new, specialized innovations to MACV to meet the needs of Veterans who face the toughest barriers on their path to stable housing.

Justice Involved Veterans

The Justice Involved Veterans (JIV) program focuses on Veterans released from incarceration. We work in coordination with Department of Corrections case managers to create a pre-release plan for Veterans expected to be released into housing instability or homelessness. Following the Veteran's release, we provide case management that specifically addresses compliance with conditions of release and parole.

Shallow Subsidy

MACV established our first housing voucher program in September, titled the Shallow Subsidy program. This initiative addresses the challenges faced by many low-income Veteran households by offering long-term financial assistance to bridge the gap between their household income and the rising fair market value of their housing noted throughout Minnesota. Offering this sustained support expands the availability of appropriate housing options for Veteran households, which allows our clients to pay for other basic living expenses.



Healthcare Navigation

In October of 2020, MACV launched our new Healthcare Navigation (HCN) program through the hiring of a Health Care Navigator. Recognizing the role access to healthcare plays in Veterans' housing stability, the HCN program goal is to advocate and coordinate care in partnership with Veterans experiencing health-related barriers to housing stability. In the first 8 months **over 50 Veterans have engaged with the Navigator** under this new program model.

Landlord Engagement

MACV employs Landlord Engagement Specialists as dedicated staff to build and maintain relationships with local landlords and property owners, which has resulted in obtaining lease and rental agreements for more than 100 Veterans since the program's establishment. This strategy closely aligns with finding long-term housing for the highest-barrier Veterans we serve. **MACV is pleased to report that 72 high-barrier Veteran households secured housing through this program in 2021.**



Outreach

MACV's outreach program, established in the early days of the COVID-19 pandemic, has matured over the course of 2021. Our staff engage with partners serving Veterans and connect with key community partners such as Radius Health, People Inc., CHUM Shelter, St. Stephen's Human Services, Hennepin County and Ramsey County. This program completes initial eligibility assessments for underserved Veterans and creates engagement and housing solutions for Veterans not involved with housing programs.

FINANCIALS

While various government grants represent the majority of MACV's revenue, generous philanthropic gifts ensure that all who served have full access to services and support from MACV. Gifts from foundations, companies, and individuals are critical sources of support that fill organizational and client service needs that government funding is unable to provide.

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





Over 87% of MACV's annual budget directly funds programming, ensuring that your generosity has the maximum impact on Veterans in need.

**-BRIAN PETERSON,
CHIEF FINANCIAL OFFICER**

FINANCIAL POSITION	DEC. 31, 2021	DEC. 31, 2020	FINANCIAL ACTIVITY	2021	2020
ASSETS			REVENUE		
CURRENT ASSETS			Contributions	\$ 2,463,874	\$ 3,083,126
Cash and Cash Equivalents	\$ 3,035,665	\$ 3,634,897	Governmental Grants	\$ 7,621,914	\$ 6,849,861
Accounts Receivable	\$ 2,157,615	\$ 2,234,426	Earned Income (Rent and Contract)	\$ 208,148	\$ 201,688
Prepaid Expenses	\$ 73,390	\$ 115,147	Events Revenue	\$ 44,051	\$ -
Long-Term Expenses	\$ 1,476,551	\$ -	Other Income	\$ 235,513	\$ 14,913
Other Assets	\$ 13,661	\$ 34,840	TOTAL REVENUE	\$ 10,497,921	\$ 10,149,588
TOTAL OTHER ASSETS	\$ 6,756,467	\$ 6,019,310	EXPENSE		
PROPERTY AND EQUIPMENT			Personal	\$ 4,225,695	\$ 3,883,861
Construction in Progress	\$ 17,480	\$ 48,363	Contracted Services	\$ 283,131	\$ 443,587
Land	\$ 1,060,841	\$ 1,038,881	Direct Financial Assistance	\$ 3,400,038	\$ 2,913,608
Buildings and Improvements	\$ 7,351,589	\$ 6,919,908	Facilities	\$ 471,859	\$ 394,325
Furniture and Equipment	\$ 186,913	\$ 195,713	Office and Operating	\$ 560,467	\$ 554,270
Vehicles	\$ 189,290	\$ 189,290	Insurance	\$ 78,809	\$ 61,528
Accumulated Depreciation	\$ (2,678,383)	\$ (2,488,003)	Professional Development	\$ 44,578	\$ 40,190
TOTAL PROPERTY AND EQUIPMENT	\$ 6,127,730	\$ 5,904,152	Travel	\$ 65,065	\$ 44,052
TOTAL ASSETS	\$ 12,884,197	\$ 11,923,462	Marketing + Communication	\$ 13,590	\$ 13,434
LIABILITY & NET ASSETS			Events	\$ 45,297	\$ 12,841
LIABILITIES			Other Expenses	\$ 84,730	\$ 35,427
Total Current Liabilities	\$ 594,474	\$ 592,080	Non-Operating (Depreciation & Interest)	\$ 374,193	\$ 355,447
Long-Term Debt	\$ 2,536,313	\$ 2,665,563	TOTAL EXPENSE	\$ 9,647,451	\$ 8,752,570
TOTAL LIABILITIES	\$ 3,130,787	\$ 3,257,643	CHANGE IN NET ASSETS	\$ 855,178	\$ 1,397,018
TOTAL NET ASSETS	\$ 9,753,410	\$ 8,665,819			
TOTAL LIABILITIES AND NET ASSETS	\$ 12,884,197	\$ 11,923,462			

MINNESOTA ASSISTANCE COUNCIL FOR VETERANS - MACV

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