

# ANNUAL REPORT FY 2016

SUPPORTING PEOPLE FACING ADDICTION AND HOMELESSNESS IN MAINE



The mission of the Milestone Foundation is to provide the best quality of services to empower individuals with substance use and behavioral health disorders to attain stability, dignity, recovery and an enhanced quality of life.



# WELCOME TO MILESTONE'S ANNUAL REPORT

Dear friends and supporters,

We're pleased to share with you Milestone's achievements over the past year, and there are many. Although the numbers are impressive, they hardly tell the story of what Milestone is about. Milestone is about providing compassionate and competent services to men and women who struggle with addiction and homelessness. We're about creating human connections with people who often experience little humanity, and, in so doing, set the stage to help them achieve lives of health, connection, and recovery.

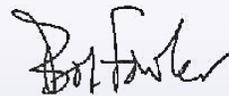
We at Milestone have the privilege of seeing and hearing the stories of hundreds of these individuals who have restored relationships with family, achieved stability in their housing and employment, and are otherwise living fulfilling lives. We believe that the quality of the services the staff of Milestone provides to these individuals is an important ingredient in their quest to create the lives they want to live.

As we approach the 50-year anniversary of Milestone's founding, we find ourselves in challenging times. There is hardly an organization more on the front lines of homelessness, addiction and the opiate crisis than Milestone, and this in an environment of shrinking resources and exploding need. We are fortunate, however, to have a tremendously dedicated staff, and a community of friends and supporters who hold us up, who donate funds or time to us, and who advocate with us. We thank you for your continued partnership, and for supporting Milestone and those we serve.

Sincerely,



Todd Goodwin  
Board President



Robert Fowler  
Executive Director



# OUR SERVICES AND ACHIEVEMENTS

## OUR SERVICES



*Senator Angus King toured Milestone*

**EMERGENCY SHELTER:** 41-bed emergency shelter for individuals under the influence of drugs or alcohol.

**HOUSING NAVIGATOR PROGRAM:** Provides Milestone's long-term shelter stayers with resources to transition out of homelessness and into stable housing.

**HOMELESS OUTREACH MOBILE ENGAGEMENT (HOME) TEAM:** Offers outreach to individuals with chronic health, mental health and substance use disorders .

**DETOXIFICATION PROGRAM:** Medically managed detoxification program, lasting 3 to 7 days, for men and women struggling with substance use disorders.

**RESIDENTIAL TREATMENT:** Clinically managed, high intensity, long-term residential program serving men in the final stages of addiction.

**TRANSITIONAL HOUSING:** 3/4-way house providing more independent housing to graduates of the Residential Treatment program.

- ◆ **EMERGENCY SHELTER** served 550 unduplicated clients and provided 15,379 bed nights.
- ◆ **HOUSING NAVIGATOR PROGRAM** housed 24 long-term shelter stayers in the first six months of operation.
- ◆ **HOME TEAM** provided 3,228 transports to 526 unduplicated clients and engaged in 11,888 encounters. The Team also responded to over 200 calls for services from Portland citizens and business owners.
- ◆ **DETOXIFICATION PROGRAM** served 1,426 men and women.
- ◆ **EXTENDED CARE PROGRAM** served 65 men.

## OUR ACHIEVEMENTS



*Portland Mayor Ethan Strimling participated in a ride-along with the HOME Team.*

## OUR IMPACT



*Derek Willerson, David Lavigne, Randy Hall, and Dennis Williams (left to right) on their graduation day from the Extended Care Program.*

**M**y last trip of many to Milestone was on March 11, 2015. I had no clothes, no money, no job, and no insurance. I felt as if there was no answer. However, there is always one place that will welcome me when the rest of the world has no more time. I pushed the “red button,” and the familiar face of Curtis opened the door to welcome me in for detox. I remember telling the shelter guys how tired and worn out I was, and that I was going to give Milestone’s Extended Care Program a shot. I only had this one shot. I had gotten the word that the ‘grant bed’ in Old Orchard Beach was available, and I was next on the list; I grabbed this opportunity. This was the first glimpse of hope I had had in a long time.

I was treated the same as always at Milestone that day, with respect, dignity, and love. There was no judgment, no anger, and no funny looks when I was checked in. From the second I arrived, I felt I was at home. I was offered a hot meal by Jimmy V. It wasn’t only food he

offered, but the simple words of encouragement: “It will only get better from here, Kid.” He wasn’t kidding. Within an hour, I was on the elevator to the third floor to detox.

On March 16, 2015, I was clean and sober, technically. But from past experiences with recovery attempts I knew that just staying “drug free” was only the first part of getting healthy and staying that way. There were some really big obstacles in my way.

When I arrived at Milestone in Old Orchard Beach, I was greeted by the same love that had welcomed me on India Street. The clients there were the first group of people I had met in a long time with common ground. We had all gotten to a place where we could no longer afford to be in the grip of active addiction. I knew the Extended Care Program was going to offer what I needed to get better. At least I hoped so. I had no idea what the next seven months had in store for me.

I have been through ups and downs to say the least. As weeks pass, my life gets better than I have ever experienced. I wake up daily looking forward to being a father, a friend, a son, and a part of my own life. It has only been possible to achieve this major change with the help of the staff, a higher power, and most importantly, my Brothers at Milestone.

***Update:*** Derek graduated from Milestone’s Extended Care Program in June 2016. He is now successfully employed and living in sober housing.

## OUR IMPACT

### *A University of New England student on her experience riding with the HOME Team...*

I spent three hours with some of the most powerless people that I have ever met. Humbling. Eye-opening. Almost familiar. In five of the men, I saw my father; in one, my brother; and in two more, my boyfriend. Another reminded me of a young man I worked with at a restaurant, and yet another could have attended my university. I couldn't help but think that my memories of the night, my conversations with the homeless, and my residual feelings are ones with which everyone should someday resonate. Everyone should feel the bumps of the HOME Team van, hear the gratefulness in the old men's voices, smell sadness, and see that you and I are merely one lost job, one pain prescription, and one bad set of cards away from that same situation.

– Paige LaPointe



Last semester 47 University of New England students participated in 47 separate ride-alongs with the HOME Team. Most students have never been exposed to homelessness in this way before, and leave this experience forever changed.

### *A former Milestone client and employee on her experience at Milestone...*

Milestone gave me two things vital to start my journey to a clean and sober life. First, they helped me physically detox off opiates with the care of trained nurses and counselors, and second they helped me with an aftercare plan. What I did when I walked out those big front doors was crucial to continuing sobriety. I'm thankful that such a place exists - with genuine staff who never made me feel guilty or ashamed, making it possible for me to believe in myself enough to take the first steps forward.

– Chloe Arreola

# THANK YOU TO OUR SUPPORTERS

We are grateful to our donors, community partners, volunteers and board of directors. With your support, we were able to continue providing life-saving services to people facing addiction and homelessness in Maine.

In FY 2016, Milestone was supported by the following funding sources: Apple Lane Foundation, Sam L. Cohen Foundation, Episcopal Church of Saint Mary, Fisher Foundation, John T. Gorman Foundation, Nine Wicket Foundation, Doree Taylor Foundation, and UNUM. We also received public funding through the Office of Substance Abuse and Mental Health Services, Maine State Housing Authority, and the City of Portland.



*Milestone won ASAP Taxi's contest for favorite Portland nonprofit. Thank you Steve Kuntz!*



*Thank you to Kate Schrock for organizing and performing a benefit concert for Milestone.*

## MILESTONE BOARD OF DIRECTORS

**Todd Goodwin**, *President*  
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Community Partners, Inc.

**Ryan Ciriello**  
Business Intelligence Analyst  
Martin's Point Health Care

**Christopher Poulos**  
Executive Director  
Life of Purpose

**Tom Ranello**, *Vice President*  
Broker  
Keller Williams Realty

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Scarborough School System

**Thomas Ptacek**  
Advocacy Outreach Community Organizer  
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**Barbara Merrill**  
Chief Executive Officer  
ANCOR

**Michael Sauschuck**  
Chief of Police  
Portland Police Department

**Tony DiSotto**, *Treasurer*  
VP, Senior Relationships Manager  
KeyBank

**Michael D. Miles**  
Human Resources Consultant  
Your Human Resource

# FINANCIALS

## STATEMENT OF ACTIVITIES *(For the year ended June 30, 2016)*

### REVENUE

State, Federal and Local Funding	\$2,503,727
Foundation Grants	\$86,575
Private Contributions	\$45,270
Private Insurance	\$171,925
All Other Funding Sources	<u>\$170,844</u>
<b>Total Revenue and Support</b>	<b>\$2,978,341</b>

### EXPENSES

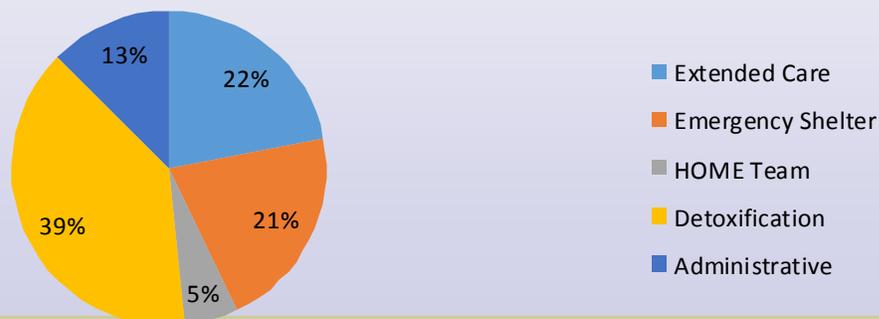
Extended Care	\$655,076
Emergency Shelter	\$623,303
HOME Team	\$162,546
Detoxification	\$1,165,965
Administrative	<u>\$372,104</u>
<b>Total Expenses</b>	<b>\$2,978,994</b>

*\*Temporary restricted donations received in FY2016 not included - \$345,656*

### Revenue



### Expenses





# **MILESTONE FOUNDATION**

**ADMINISTRATIVE OFFICES, EMERGENCY SHELTER,  
HOME TEAM, DETOXIFICATION PROGRAM**

65 India Street, Portland, ME 04101

Tel: 207-775-4790

[Info@milestonefoundation.org](mailto:Info@milestonefoundation.org)

## **EXTENDED CARE PROGRAM**

28 Portland Avenue, Old Orchard Beach, ME 04064

Tel: 207-934-5231

[Extendedcare@milestonefoundation.org](mailto:Extendedcare@milestonefoundation.org)

[www.milestonefoundation.org](http://www.milestonefoundation.org)