



## 2011: A FAMILY IS A PATCHWORK OF LOVE



This past year Volunteers of America, like many other human service organizations, faced the continuance of a slowly recovering economy, dropping employment and uncertain health care funding issues. But this did not stop us from effectively meeting the challenge of serving our country's most vulnerable citizens. Every day during 2011, Volunteers of America was immersed in the needs and lives of the often invisible and forgotten—veterans, the frail elderly, at-risk youth and families, people with intellectual disabilities, formerly incarcerated individuals and so many more. No matter how the social and political climate may have changed during 2011, the needs of these Americans remained the same: urgent and immediate.

The steady and often silent cries for help continued to rise from millions of people in need across the country. And in 2011, our Volunteers of America family—a network of 16,000 professionals from Maine to Alaska—intuitively listened, valiantly approached and compassionately answered 2.5 million of those cries. Not only did we break through the previous year's record of people served, but we also built a case for support for serving our nation's veterans. Recognizing Volunteers of America as one of the leading providers of affordable housing and services for veterans, The Home Depot® Foundation awarded Volunteers of America \$1.8 million over the next three years to repair and rehab properties serving veterans and their families. We are so proud to be serving those who have served their country.



Also in 2011, the number of children and youth served through encouraging positive development rose to 140,000. We fostered independence for almost 400,000 people collectively within our disabilities, elderly, health care and mental health programs and services, and increased the number of housing facilities for families, the disabled and elderly by more than 360 units. We promoted self-sufficiency through community enhancement, correctional services, employment and training services, health care prevention, homeless services, housing for families and single adults and substance abuse for almost 2 million people. And we anticipate this number rising in 2012.

During this past year, we continued to ask the hard questions, looking for the best solutions for each individual we served. We maintained a dialogue on Capitol Hill, taking the moral high ground that we should not balance our budget on the backs of our most vulnerable, often sick and elderly, citizens who literally built our country. We met with decision makers at the local level, asking, "What if?" What if we could protect children who age out of foster care from the dangers of drug addiction and life on the street? Or ensure that those without a home of their own could find safe shelter? What if we could support our country's servicemen and women with a safe environment where they are not only gratefully recognized for their patriotic contribution, but each veteran's needs are individually addressed to optimize their ability to succeed? Asking these types of questions allowed Volunteers of America to forge through another economically tough year and focus on what is most important—effectively caring for our fellow Americans in need.

Our faith is our strongest bond; where we serve is our church; and caring for those most in need is how we worship. As we lovingly stitch this past year's successes into our quilt of memories, wrapping up another year of our ministry of service, we invite you to become a part of our family in 2012.

God bless you,

**MIKE KING**  
National President

**NANCY B. GOFUS**  
National Board Chair

## TWO OF OUR FAMILY MEMBERS: KARYN AND DONOVAN



“When Donovan got sick, he was just 14 years old,” said Karyn Hills. “I hadn’t been working long enough at my job to qualify for the Family Medical Leave of Absence so I had to give it up, losing almost everything I had.”

Karyn’s only son, Donovan, was just like every other active teenager—vibrant and happy, and loved to be outside with friends playing sports. He decided to try out for his high school football team. As is routine for most school sports, a physical exam was required for his participation. But one of Donovan’s test results was unusual. There was an abnormality found on his thigh, and the medical professionals couldn’t determine what it was.

Then Donovan awoke one morning with his leg throbbing and painfully inflamed. Karyn immediately rushed her son to the hospital. The medical staff ran a series of tests for almost an hour. The findings were not good.

“When the primary care doctor came to talk to me he said, ‘Ms. Hills, the radiologist and the oncologist are going to come talk to you.’ When he said oncologist...I knew,” said Karyn.

A large, malignant mass was found covering Donovan’s femur. There was no question that he needed immediate help, and so Karyn and her son left Baton Rouge, La., for St. Jude Children’s Research Hospital in Memphis, Tenn. Karyn and Donovan had embarked on a journey into a world of unknowns: How could Karyn manage to stay with Donovan and see him through his frightening ordeal? How could they afford a place to live if Karyn wasn’t working anymore? Where could she turn for help?



“The day Donovan was to have his surgery,” Karyn recalled, “there were four other children being operated on as well. Donovan was the only one that came out without having a limb amputated. They were able to save his leg by removing the entire femur and replacing it with titanium. I thank God every day, they saved his leg.”

And although Karyn felt that Donovan had been blessed not having lost his leg, her worries on maintaining a roof over their head were rising. St. Jude Children’s Research Hospital referred Karyn to Volunteers of America in Baton Rouge, and she made the call. Bridget, a seasoned caseworker, immediately asked Karyn to fax all of her personal and financial information. Sharon, another Volunteers of America professional, and Bridget felt the Volunteers of America Housing First program was the right fit for Karyn. They began the search for an affordable apartment. Once the paperwork was completed, qualifying Karyn as a resident, mother and son moved into their new home...not having to worry where they would sleep while Donovan recuperated from surgery.

“Bridget and Sharon were working every day for me, providing the caring spirit I needed to get through this,” said Karyn. “They took care of me so I could take care of Donovan. If it wasn’t for Volunteers of America, I don’t know where we would be.”

Donovan missed his entire freshman year of high school, but today his spirits are high, and he has developed many new interests outside of football. He is 17 now and has been in remission for almost three years. Karyn and Donovan still make the trip to St. Jude Children’s Research Hospital for follow-up medical visits every three months, but they leave knowing they will have a home to come back to. Volunteers of America will continue to make certain they do.

## OUR MISSION STATEMENT

Volunteers of America is a movement organized to reach and uplift all people and bring them to the knowledge and active service of God.

Volunteers of America, illustrating the presence of God through all that we do, serves people and communities in need and creates opportunities for people to experience the joy of serving others.

Volunteers of America measures success through positive change in the lives of individuals and communities we serve.



## GROWING IN CHALLENGING TIMES

Notwithstanding the many economic difficulties our nation faced during this past fiscal year, Volunteers of America grew by 7.4 percent. We reached revenues exceeding \$1 billion. External funding pressures continued to challenge our programs, but the growth was a result of adding new, low-income housing facilities to our portfolio while tightening our belts with existing programs.

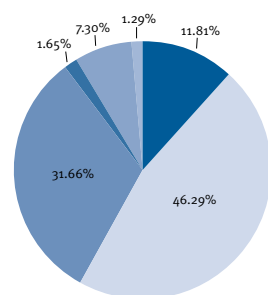
As Volunteers of America continues to face challenges in this uncertain economy, the needs of those seeking our services will continue to rise. That is why discerning donors continue to support Volunteers of America. Sound fiscal management earns their faith and trust.



## STATEMENT OF FINANCIAL POSITION

Volunteers of America, Inc. and Affiliates Combined Statement of Financial Position (unaudited)  
For The Fiscal Year Ended June 30, 2011 (with comparative financial information at June 30, 2010)

### IMPACT CATEGORIES



Encouraging Positive Development	11.81%
Fostering Independence	46.29%
Promoting Self Sufficiency	31.66%
Fund Raising	1.65%
Management (local)	7.30%
Management (national)	1.29%

### Assets

#### Current assets:

	2011	2010
Cash and cash equivalents	\$ 85,279,926	\$ 89,114,182
Accounts receivable, net	94,226,002	91,109,916
Pledges receivable, net	3,168,425	2,514,171
Short-term investments	49,367,951	36,678,971
Prepaid expenses	11,160,906	10,411,313
Other current assets	48,986,063	48,370,542
<b>Total current assets</b>	<b>292,189,273</b>	<b>278,199,095</b>

#### Property and equipment:

Land, buildings and improvements	1,196,398,924	1,138,681,002
Furnishings and equipment	128,341,025	118,339,227
	1,324,739,949	1,257,020,229
Less accumulated depreciation	(489,495,676)	(454,492,714)
<b>Property and equipment, net</b>	<b>835,244,273</b>	<b>802,527,515</b>

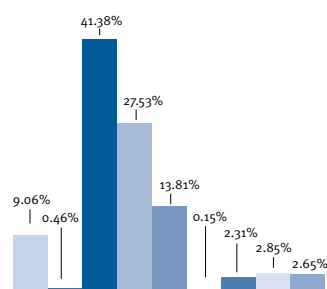
#### Other assets:

Encumbered assets, at fair value	120,227,279	115,902,258
Other investments, at fair value	88,995,723	68,623,622
Notes receivable, net	9,151,755	6,787,322
Reimbursable housing development costs	10,798,812	11,016,515
Other long-term assets	47,966,159	34,607,401
<b>Total other assets</b>	<b>277,139,728</b>	<b>236,937,118</b>

### Total assets

**\$ 1,404,573,274**      **\$ 1,317,663,728**

### REVENUE BY SOURCE



Public Support	9.06%
United Way	0.46%
Federal Government	41.38%
State and Local Government	27.53%
Program Fees	13.81%
Rental Income	0.15%
Services	2.13%
Investment Income	2.85%
Other, net	2.65%

### Liabilities and Net Assets

#### Current liabilities:

	2011	2010
Accounts payable	\$ 36,269,454	\$ 35,058,997
Line of credit	4,286,175	5,869,282
Current portion of notes and mortgages payable	22,666,661	48,961,617
Accrued expenses	50,327,702	48,434,593
Contract advances	3,353,793	3,204,135
Other current liabilities	19,234,228	17,764,423
<b>Total current liabilities</b>	<b>136,138,013</b>	<b>159,293,047</b>

#### Other liabilities:

Notes payable	100,952,976	107,497,999
Mortgages payable	334,441,997	298,644,153
Other long-term liabilities	52,485,928	66,459,482
<b>Total other liabilities</b>	<b>487,880,901</b>	<b>472,601,634</b>

#### Total liabilities

624,018,914      631,894,681

#### Net assets:

Unrestricted	695,993,361	606,728,393
Temporarily restricted	78,152,020	73,014,825
Permanently restricted	6,408,979	6,025,829
<b>Total net assets</b>	<b>780,554,360</b>	<b>685,769,047</b>

### Total liabilities and net assets

**\$ 1,404,573,274**      **\$ 1,317,663,728**

## STATEMENT OF ACTIVITIES

Volunteers of America, Inc. and Affiliates Combined Statement of Activities (unaudited)

For The Fiscal Year Ended June 30, 2011 (with summarized financial information for the year ended June 30, 2010)

	Unrestricted	Temporarily Restricted	Permanently Restricted	Total 2011	Total 2010
<b>Revenues</b>					
<i>Public support received directly:</i>					
Contributions	47,080,516	13,716,223	55,769	60,852,508	60,975,707
Contributions, in-kind	28,468,348	1,538,306	-	30,006,654	26,537,612
Special events, net of direct benefit cost	2,946,086	285,091	-	3,231,177	3,034,995
Legacies and bequests	1,291,935	174,480	203,037	1,669,452	689,497
Contributed services, at fair value	449,226	638,148	-	1,087,374	1,522,339
<i>Public support received indirectly:</i>					
United Way	2,915,450	1,862,470	-	4,777,920	4,781,038
Combined Federal Campaign	1,124	-	-	1,124	5,964
<i>Total public support</i>	83,152,685	18,214,718	258,806	101,626,209	97,547,152
<i>Government awards</i>	711,750,976	2,435,621	0	714,186,597	665,974,704
<i>Other revenue:</i>					
Program fees	142,781,048	-	-	142,781,048	149,985,290
Net rental income	1,774,421	-	-	1,774,421	1,937,895
Sales of materials and services	22,076,204	-	-	22,076,204	19,619,364
Interest and dividend income	6,934,130	64,418	2,583	7,001,131	6,437,043
Gains (losses) on sales and write-offs of assets	(37,400)	-	-	(37,400)	1,546,179
Net gain (loss) on investments	21,830,075	593,089	121,761	22,544,925	10,587,033
Other income (loss)	26,849,248	604,974	-	27,454,222	13,771,364
<i>Total other revenue</i>	222,207,726	1,262,481	124,344	223,594,551	203,884,168
<i>Net assets released from restrictions</i>	16,775,625	(16,775,625)	-	-	-
<i>Total revenues and other gains</i>	1,033,887,012	5,137,195	383,150	1,039,407,357	967,406,024
<b>Expenses</b>					
<i>Program services:</i>					
Encouraging Positive Development	111,586,430	-	-	111,586,430	109,260,544
Fostering Independence	437,235,501	-	-	437,235,501	430,910,451
Promoting Self Sufficiency	299,057,820	-	-	299,057,820	290,296,533
<i>Total program services</i>	847,879,751	-	-	847,879,751	830,467,528
<i>Support services:</i>					
Management and general	81,168,374	-	-	81,168,374	80,449,838
Fund Raising	15,573,919	-	-	15,573,919	17,834,659
<i>Total support services</i>	96,742,293	-	-	96,742,293	98,284,497
<i>Total expenses</i>	944,622,044	-	-	944,622,044	928,752,025
<b>Change in net assets</b>	89,264,968	5,137,195	383,150	94,785,313	38,653,999
<i>Net assets at beginning of year, as restated</i>	606,728,393	73,014,825	6,025,829	685,769,047	637,228,511
<i>Net assets at end of year</i>	695,993,361	78,152,020	6,408,979	780,554,360	675,882,510

The information presented here is a compilation of audited financial data from Volunteers of America, Inc. and subsidiaries, affiliates locally chartered and unchartered corporations. All Volunteers of America affiliates are required to have audits by independent certified public accountants. More detailed information is available upon request from the Volunteers of America National Office.

## PROGRAM STATISTICS BY IMPACT AREA

CATEGORY	NUMBER SERVED
<b>ENCOURAGING POSITIVE DEVELOPMENT</b>	
Children and Youth	139,643
<b>FOSTERING INDEPENDENCE</b>	
Disabilities Services	4,799
Elderly Services	255,234
Health Care Services	9,156
Housing for the Disabled and Elderly	11,085
Mental Health	114,329
<b>PROMOTING SELF-SUFFICIENCY</b>	
Community Enhancement	1,027,707
Correctional Services	33,757
Emergency Services	767,744
Employment and Training Services	5,130
Health Care Prevention	14,593
Homeless Services	68,467
Housing for Families and Single Adults	12,609
Substance Abuse	34,473
<b>GRAND TOTAL</b>	<b>2,498,726*</b>

\*7,449 clients served were identified as veterans.

## OUR WORK TOUCHES THE LIVES OF MORE THAN 2 MILLION PEOPLE EACH YEAR PROGRAM AND SERVICES

### CHILDREN AND YOUTH

We are committed to encouraging positive development for children, youth and families. Our programs include prevention, early intervention, crisis intervention and long-term services.

### COMMUNITY ENHANCEMENT

By acting as a safety net for individuals and families in need, we work to strengthen and enhance communities. We offer a variety of community programs including information and referral, food and prepared meals, thrift stores and collaborations with the faith community.

### CORRECTIONS

We help rehabilitate adult offenders and steer youth to set new, positive directions for their lives. Our services include halfway houses and work-release programs, day reporting, diversion and pre-trial services, residential treatment, family supports, and dispute resolution and mediation services.

### ELDERLY

We encourage seniors to be healthy and active through a host of support services. We provide senior centers and day programs, home repair and homemaker services, information and referral, Meals On Wheels and group meal programs, transportation, companion services, protection against abuse and neglect, case management and volunteer services.

### EMERGENCY SERVICES

We promote self-sufficiency for people in crisis by responding with support in emergency situations. We provide food, clothing and assistance with rent, utilities and transportation.

### EMPLOYMENT AND TRAINING

We work to prevent unemployment and underemployment through a range of training and employment services. Our programs include adult literacy, computer centers, work experience programs, counseling, job placement and supportive employment for individuals with disabilities.

### HEALTH CARE

For seniors and others coping with illness or injury, we offer a continuum of services. We provide long-term nursing care, assisted living, memory care, nursing care, rehabilitative therapy and more. We also address the continuing HIV epidemic through prevention and family support services.

### HOMELESSNESS

We work to prevent and end homelessness for individuals and families through a range of support services. These services include eviction prevention, emergency services, housing, transitional housing with services and permanent affordable housing.

### HOUSING

We are one of the nation's largest nonprofit providers of quality, affordable housing for families, the elderly and people with disabilities. We also help low-income families achieve the dream of home ownership.

### INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

We empower people with intellectual and developmental disabilities to be independent and involved in the community. Among our services are in-home support, case management, day programs and supportive employment, specialized residential services and supported living.

### MENTAL HEALTH

We empower people with chronic or severe mental illnesses to thrive in the community and to successfully manage their illness through crisis counseling and "hotline" programs, case management, day programs and drop-in centers, transportation, residential care and supported independent living.

### SUBSTANCE ABUSE

We work to prevent and eliminate substance abuse by youth and adults through residential and outpatient services, from prevention to treatment to long-term support.

### VETERANS

We are committed to ending homelessness for our veterans by reaching out and connecting with them where they are. Our well-designed, managed services meet the specific needs of homeless veterans, which include integrated and mobile service centers, housing, employment and training.

To find programs and services offered in your community, we invite you to visit our website at [www.VolunteersofAmerica.org](http://www.VolunteersofAmerica.org).

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(As of June 30, 2011)

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