



A FAMILY PORTRAIT



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Volunteers of America: A Family Portrait

In 2010, Volunteers of America continued to do what we do best: provide compassionate, professional care to those we serve with dignity and respect.

This challenging time in our nation's history has affected individuals from all classes and all walks of life, increasing the demand for support through our wide range of programs and services. Many of our fellow Americans unexpectedly fell victim to unemployment and poverty, reflecting a slow recovery from the prior year's economic downturn. Their needs opened up new opportunities for us to fully engage in our mission and to welcome them into our own family's circle of caring.

This past year confirmed that the Volunteers of America family extends well beyond its 16,000 professional employees, beyond the doors of 36 local offices and thousands of volunteers, beyond the hundreds of communities in which we serve America's most vulnerable groups.

We compassionately enveloped millions of individuals, as we have done in previous years—the frail elderly, people with disabilities, at-risk youth, men and women returning from prison, veterans, homeless individuals and families, those recovering from addictions—and continue to serve anyone who needs the inclusion, the care and the guidance that only a family can provide...a family like Volunteers of America. This is a family with century-old roots and a network of branches extending from coast to coast with a legacy and mission of reaching and uplifting all people.

Volunteers of America raised awareness of the importance of talking with family members about aging issues through a celebrity public service announcement, and held another engaging and provocative discussion on an aging America in the nation's capital, where we continue to reach out to important decision makers in support of our Aging with Options™ initiative. Our commitment to caring for those in need is paralleled by our commitment to focus on issues in which we can help each other through public policy.

We collaborated on one of the nation's first, multistate studies on the needs of families affected by incarcerated mothers. With this research, Volunteers of America established *Look Up and Hope*, a pilot program to help us better understand the needs of families currently served by our organization's existing programs for these mothers and children, and look for new and better ways to strengthen all families affected by incarceration. Our mission is to break the cycle of poverty for children and walk beside them as they reach their full potential.

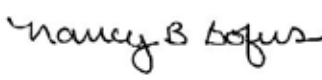
Furthermore, we addressed and provided for the needs of our returning service men and women through increased outreach programs and services, happily breaking ground for new veterans' homes and joyously participating in the grand opening of others. Whether on the streets of the city or in the rural areas of America, we never forget these brave men and women, and always strive to meet them where they are.

Yes, 2010 was a busy and fruitful year for Volunteers of America. Our family album contains pictures of hope, support and empowerment. Each face reflects the spirit of family connection, which is so critical to overcoming life's trials and tribulations. And as we move forward into 2011, Volunteers of America will continue to promote self-sufficiency and independence that ultimately lead those who may be lost back home.

We invite you to join us on our journey and become a member of the Volunteers of America family.



MIKE KING
National President



NANCY B. GOFUS
National Board Chair

Anita Finds Her Way

“I was abused as a child, and I believe that was the catalyst which led me into drug abuse,” Anita said. “My mother and father were very young when they had me, and their relationship eventually broke up. My mother remarried again, and it was a horrible, abusive relationship for us.”

By the time Anita was 16, she had witnessed enough manipulation and psychological pain that she moved out of the house and in with her biological father. She began drinking, spending time with boys, smoking marijuana, dropping acid and taking over-the-counter drugs, trying to lose herself in the high. She was 17 when she had her first baby.

The years of feeling unloved, being told that she was nothing and would never amount to anything had taken their toll on Anita. Drugs were her way of numbing the emptiness and the low self-esteem she carried with her. But this wasn't the life she wanted.



“Here I was in another abusive relationship with my sons’ father,” said Anita. “He was a drug addict and introduced me to crack cocaine. By this time, I had done about every drug that is out there trying to fill this hole that was inside of me. Then, one day I just got fed up and couldn't take anymore. I just stopped using...for about seven years.”

Anita enrolled in college and began pursuing a degree in elementary education. Just shy of two semesters to obtain her degree, the relationship with her sons’ father had become unbearable. He would repeatedly leave and come back, creating more chaos within the young family and Anita's life.

“I was carrying it all...him, the kids, working full time, going to school full time; I just did it all,” Anita said. “I finally got him out of my life, but he kept calling me. It was the straw that broke the camel's back. I was so lost and so confused—that's the best way I can describe it. I began hanging out with the wrong kind of friends again and got back into drugs.”

Anita saw a doctor for her depression and was prescribed an antidepressant. She recalls misusing the drug and spinning completely out of control, losing her sense of time and reality. Her life had become unmanageable and both of her parents came together to intervene, taking their grandchildren away from her. After she lost her kids, Anita said she lost her will to fight and was doing more drugs than ever, writing false prescriptions and leading a life she never imagined. High on crack and prescription drugs, Anita hit rock bottom. In and out of jail, she eventually came to the Volunteers of America Healing Families program.

“I've been clean for three years,” Anita said. “The Healing Families program has really saved my life. I took individual therapy and was able to work through everything I had been through...all the abuse, all the drug use and everything that had happened to me. I took parenting classes, substance abuse classes and grief counseling, and now I'm part of a family coach program, preparing me to leave here. I have regained my freedom and my children. I have a job and a home. Now, I have the tools for making good decisions.”

Healing Families is a recipient of the Volunteers of America/Annie E. Casey Family Strengthening Awards.

Jeannette Comes Home

Growing older was bringing on new challenges for Jeannette. Now, retired and living alone, she wanted—and needed—to find a place where she could remain independent. She did not want to live with her children. Qualified for affordable senior housing, Jeannette began her search, envisioning a place like home—welcoming, safe and clean, where she'd be surrounded by friends and family.

“I had lived in two other places before I came to Volunteers of America affordable senior housing,” she said. “The first place felt more like an institution than a home. The location was inconvenient, and there were no buses on the weekend. I was stuck out there with no transportation to get anywhere.”

Her children were also very concerned about Jeannette not having the transportation and other personal care services she needed to be independent. They wanted to help her find a place where she felt safe and comfortable. Sadly, even the second place felt like it was just a building, stark and cold; not the home where their mother would want to spend the rest of her life.

It wasn't until Jeannette visited some friends at their Volunteers of America senior housing apartments that she realized what living at this stage of life could really mean.

“I came to visit some friends here and immediately liked it so much, I knew this is where I wanted to be,” she said. “I liked it because everyone was so friendly, and it felt more like a home. The other places felt more like an institution. I love it here!”

Once, Jeannette was very ill. Judy came to her side and stayed, thinking she might lose her mother. It was then that both mother and daughter experienced the compassionate care that only Volunteers of America could provide. The housing manager and staff rallied around Jeannette, getting her the things she needed to get her back on her feet. And when she finally made it through the illness and set foot outside her door again, she was greeted by many friends relieved to see her recovered.

“I am so happy here,” she said. “I call this ‘my mansion on the hill,’ like in that old song. Places like this help so many people. It gives you peace of mind, and you don't ever have to think of finding another place. And my children know that I love it here, and they are happy, too. They don't have to worry about me being cared for or getting what I need. Everyone here is part of my extended family.”

Jeannette recognizes that Volunteers of America meets her needs at every level. And Judy is assured that Volunteers of America is there to care for her mother when she can't be.



Karen Courageously Marches On

When Karen was 22, she joined the Air Force. She loved the camaraderie and the structure it gave her life. But once out of the military, Karen's life took a turn...one she didn't expect.

For years, she traveled across the country from post to post until she settled into a teaching position and obtained her bachelor's degree. Karen loved the military, but she had decided it was time to get out on her own.

"There were jobs everywhere," she said. "The first job I stumbled into while I was standing in an unemployment line, and I saw a sign to become an adult literacy instructor. I couldn't imagine being an adult who could not read. Reading was so very important to me. I immediately signed up and, during that time, went on to get my Master's."



Karen felt she was at the top of her game. She had left the military far behind her and took a high-powered job in the city. Her confidence level grew so high, she left her job and established her own business. But physically, Karen was undergoing some severe changes in her chemical makeup.

"I had a baby at 42, followed by a series of medical problems, which were compounded with menopause—all within a two-year period," Karen said. "I was literally going out of my mind, spiraling out of control on drugs and alcohol. I was in and out of detox and still working until I just couldn't do it anymore."

Realizing she could access some supports from the Department of Veterans Affairs (VA), Karen attended some out-patient programs; but it wasn't quite what she was looking for; she really wanted to be a part of some all-women veterans groups. "There were programs, but it was just too many men for me," she said.

One day while walking through a VA hospital, Karen stopped at a table and picked up some literature about Volunteers of America's veterans job training program. She really didn't think she needed job training, but thought it might give her the discipline she needed back in her life. When Karen walked through those Volunteers of America doors, she couldn't believe what she heard.

"I never felt such appreciation for just being a veteran, no strings attached!" said Karen, "It was like 'Karen, we love you!' At this time, my house was in foreclosure, I didn't have a job, my car was on the fritz, my phone had been turned off, I didn't know where I was going to live, I was worried about my baby, and I really just didn't know what I was going to do. Thank God Volunteers of America did."

Volunteers of America has helped Karen enroll in some veterans support groups specifically for women, access food stamps, a phone, clothes, food vouchers, find shelter and more.

"Volunteers of America just made it all happen, but more importantly, for the first time in 20 years I felt that camaraderie like I was back in the military and I was happy. It's a great place and I love it. And I keep coming back because they're like my family."

Karen has graduated from the Veterans Job Readiness Workshop Class and is currently entertaining job offers from some prominent local businesses.

Mike Takes Shelter from the Storm

Mike's life story begins like so many other people's stories do. He was raised in a middle-class family, went to college and began a career. He married the woman he loved and had three beautiful children. He responsibly cared for his family at a full-time job, working with juvenile delinquents and troubled adults as an advisor and caseworker. Mike never imagined he'd one day find himself as someone on the other side of his desk...involved in drugs and living on the street and desperately seeking help to restore his life.

"I was one of those people who went through the crack craze of the '80s, and it cost me my marriage, my career and my family," said Mike, who has now been clean for five years. "Crack basically whipped me. That type of lifestyle will bring the best man or woman down."

But Mike's downfall into the drug world was like nothing he had experienced before. He never saw it coming.

"No one put a gun to my head and made me do drugs," Mike said. "It seemed like the socially acceptable thing to do, and it just evolved. There was no history of drug abuse in my family, and my siblings were never involved in drugs; but they couldn't do anything to help me until I was ready to help myself."

As a result of being in the wrong place at the wrong time, which happens so often in the drug world, Mike now lives with a bullet lodged forever in his head—a reminder of darker days. "The street culture left me with a bullet in my head and blind in one eye," said Mike, as he held up an X-ray of his skull. "I honestly feel if I hadn't taken stock in myself, I wouldn't be here now."

Mike had become a broken man. He had lived a life that revolved around crack cocaine for 17 years.

The day Mike reclaimed his life was when he had gravitated back to his old neighborhood, where he sat on a park bench not far from where his ex-wife and children were living. To his surprise, he saw his adult son in the distance walking his dog. His son approached him and said, "Dad, what's going on?"

"I have nowhere to go," Mike replied, wearing the same clothes he had worn for days, with no money in his pocket.

His son reached into his own pocket and pulled out \$13. Mike humbly took the money and headed to the subway and took a ride that would forever change him. He entered the doors of the Volunteers of America Residential Program Center. It was there that Mike received the substance abuse treatment, support and continuum of care he needed to get his life back.

"I have now committed my life to telling my story in the hope it will help someone else avoid the torture I have endured living with drugs on the streets," said Mike. "No one should put a family through the worrying of not knowing if their loved one is dead or alive."



We're In This Together

Like most families, Volunteers of America was not exempt from the continuing impact of the economic downturn. While investments showed improvement, thousands of individuals' lives continued to be affected by unemployment, uncertainty and altered life plans.

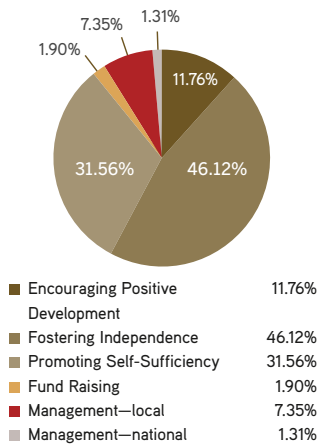
Although our organization felt the sting of lost revenue in some funding areas, we were able to continue to provide critical services to those in need, in part through the continuing generosity of our donors. This is a true testament to the trust and faith people have in Volunteers of America's sound fiscal management.



Statement of Financial Position

Volunteers of America, Inc. and Affiliates Combined Statement of Financial Position (unaudited)
For The Fiscal Year Ended June 30, 2010 (with comparative financial information at June 30, 2009)

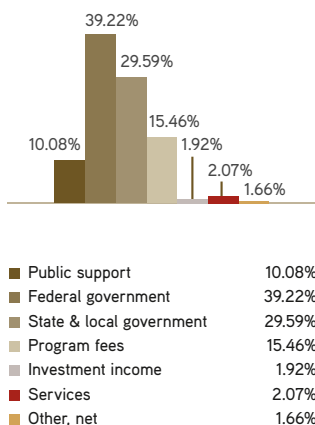
IMPACT CATEGORIES



ASSETS

	2010	2009
CURRENT ASSETS:		
Cash and cash equivalents	\$ 88,515,267	\$ 82,147,045
Accounts receivable, net	91,284,510	95,119,052
Pledges receivable, net	2,672,292	3,154,350
Short-term investments	37,252,837	26,388,463
Prepaid expenses	10,506,619	8,985,344
Other current assets	<u>47,548,038</u>	<u>57,816,149</u>
Total current assets	277,779,563	273,610,403
PROPERTY AND EQUIPMENT:		
Land, buildings and improvements	1,130,697,842	1,089,200,955
Furnishings and equipment	<u>118,009,564</u>	<u>122,709,038</u>
	1,248,707,406	1,211,909,993
Less accumulated depreciation	<u>(455,183,482)</u>	<u>(426,208,349)</u>
Property and equipment, net	793,523,924	785,701,644
OTHER ASSETS:		
Encumbered assets, at fair value	115,578,999	122,592,157
Other investments, at fair value	68,623,622	58,733,615
Notes receivable, net	7,847,322	3,552,313
Reimbursable housing development costs	11,016,515	9,760,589
Other long-term assets	<u>34,949,147</u>	<u>29,994,019</u>
Total other assets	238,015,605	224,632,693
TOTAL ASSETS	<u>\$1,309,319,092</u>	<u>\$1,283,944,740</u>

REVENUE BY SOURCE



LIABILITIES AND NET ASSETS

	2010	2009
CURRENT LIABILITIES:		
Accounts payable	\$ 34,961,960	\$ 30,785,692
Line of credit	5,869,282	10,636,081
Current portion of notes and mortgages payable	47,587,294	63,540,016
Accrued expenses	49,172,556	52,164,528
Contract advances	3,214,056	3,460,578
Other current liabilities	<u>17,473,936</u>	<u>20,731,653</u>
Total current liabilities	158,279,084	181,318,548
OTHER LIABILITIES:		
Notes payable	112,233,488	93,953,680
Mortgages payable	306,324,084	318,190,774
Other long-term liabilities	<u>56,599,926</u>	<u>53,253,229</u>
Total other liabilities	475,157,498	465,397,683
Total liabilities	633,436,582	646,716,231
NET ASSETS:		
Unrestricted	609,794,203	571,504,133
Temporarily restricted	60,276,023	60,105,082
Permanently restricted	<u>5,812,284</u>	<u>5,619,294</u>
Total net assets	675,882,510	637,228,509
TOTAL LIABILITIES AND NET ASSETS	<u>\$1,309,319,092</u>	<u>\$1,283,944,740</u>

Statement of Activities

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

For The Fiscal Year Ended June 30, 2010 (with summarized financial information for the year ended June 30, 2009)

REVENUES FROM OPERATIONS	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED	TOTAL 2010	TOTAL 2009
PUBLIC SUPPORT RECEIVED DIRECTLY:					
Contributions	\$ 50,090,811	\$ 10,779,927	\$ 130,869	\$ 61,001,607	\$ 59,472,929
Contributions, in-kind	26,265,377	246,335		26,511,712	26,563,787
Special events, net of direct benefit cost	2,495,696	539,299		3,034,995	2,764,581
Legacies and bequests	769,729	(94,910)	14,678	689,497	2,014,788
Contributed services, at fair value	864,010	658,329		1,522,339	1,094,321
PUBLIC SUPPORT RECEIVED INDIRECTLY:					
United Way	2,782,925	1,998,113		4,781,038	4,968,056
Combined Federal Campaign	5,964			5,964	4,653
Total public support	<u>83,274,512</u>	<u>14,127,093</u>	<u>145,547</u>	<u>97,547,152</u>	<u>96,883,115</u>
GOVERNMENT AWARDS	661,697,569	4,277,135		665,974,704	655,144,462
OTHER REVENUE:					
Program fees	149,640,367			149,640,367	147,853,620
Net rental income	2,282,818			2,282,818	2,968,696
Sales of materials and services	20,026,308			20,026,308	19,589,051
Interest and dividend income	6,329,389	105,059	2,596	6,437,044	6,959,018
Gains (losses) on sales and write-offs of assets	1,546,179			1,546,179	(10,779,047)
Net gain (loss) on investments	10,327,059	215,127	44,847	10,587,033	(25,447,489)
Other income (loss)	13,771,364			13,771,364	5,422,806
Total other revenue	<u>203,923,484</u>	<u>320,186</u>	<u>47,443</u>	<u>204,291,113</u>	<u>146,566,655</u>
Net assets released from restrictions	<u>18,553,473</u>	<u>(18,553,473)</u>			
Total revenues and other gains	<u>967,449,038</u>	<u>170,941</u>	<u>192,990</u>	<u>967,812,969</u>	<u>898,594,232</u>
EXPENSES	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED	TOTAL 2010	TOTAL 2009
PROGRAM SERVICES:					
Encouraging Positive Development	109,258,204			109,258,204	106,668,661
Fostering Independence	428,505,021			428,505,021	418,843,099
Promoting Self-Sufficiency	293,203,277			293,203,277	281,667,595
Total program services	<u>830,966,502</u>			<u>830,966,502</u>	<u>807,179,355</u>
SUPPORT SERVICES:					
Management and general	80,495,962			80,495,962	82,343,716
Fund Raising	17,696,504			17,696,504	18,215,351
Total support services	<u>98,192,466</u>			<u>98,192,466</u>	<u>100,559,067</u>
Total expenses	<u>929,158,968</u>			<u>929,158,968</u>	<u>907,738,422</u>
CHANGE IN NET ASSETS	38,290,070	170,941	192,990	38,654,001	(9,144,190)
Net assets at beginning of year, as restated	<u>571,504,133</u>	<u>60,105,082</u>	<u>5,619,294</u>	<u>637,228,509</u>	<u>646,372,699</u>
Net assets at end of year	<u>\$ 609,794,203</u>	<u>\$ 60,276,023</u>	<u>\$ 5,812,284</u>	<u>\$ 675,882,510</u>	<u>\$ 637,228,509</u>

The information presented here is a compilation of audited financial data from Volunteers of America, Inc. and subsidiaries, 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 to Volunteers of America National Office.

A Legacy of Service

Volunteers of America is a national, nonprofit, faith-based organization dedicated to helping those in need live healthy, safe and productive lives. Since 1896, our ministry of service has supported and empowered America's most vulnerable groups, including the frail elderly, people with disabilities, at-risk youth, men and women returning from prison, homeless individuals and families, those recovering from addictions and many others. Through hundreds of human service programs, including housing and health care, Volunteers of America helps more than 2 million people in over 400 communities. We offer a variety of services for older Americans, in particular, that allow them to maintain their independence and quality of life—everything from an occasional helping hand to full-time care. Our work touches the mind, body, heart—and ultimately the spirit—of those we serve, integrating our deep compassion with highly effective programs and services.



Programs & Services

Volunteers of America offers programs and services that help more than 2 million people each year reach their full potential. The pledge to “go wherever we are needed and do whatever comes to hand” was made by Ballington and Maud Booth when they founded Volunteers of America in 1896. Now, 115 years later, these words still define us as we continue our legacy of responding to the needs of at-risk youth, the elderly, men and women returning from prison, homeless individuals, veterans, people with disabilities and those recovering from addiction. Together, we are a family united and strengthened by the commitment of thousands of employees, volunteers and partners with a shared belief—we are our brother’s keeper.



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

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 Web site at www.VolunteersofAmerica.org.

Program Statistics by Impact Areas

CATEGORY	NUMBER SERVED
ENCOURAGING POSITIVE DEVELOPMENT	
Children and Youth	147,928
FOSTERING INDEPENDENCE	
Disabilities Services	5,970
Elderly Services	241,878
Health Care Services	10,367
Housing for the Disabled and Elderly	10,097
Mental Health	116,712
PROMOTING SELF-SUFFICIENCY	
Community Enhancement	1,015,220
Correctional Services	30,775
Emergency Services	311,591
Employment and Training Services	17,607
Health Care Prevention	1,680
Homeless Services	64,521
Housing for Families and Single Adults	11,738
Substance Abuse	31,708
GRAND TOTAL	2,017,792

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Utah Addiction Center

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