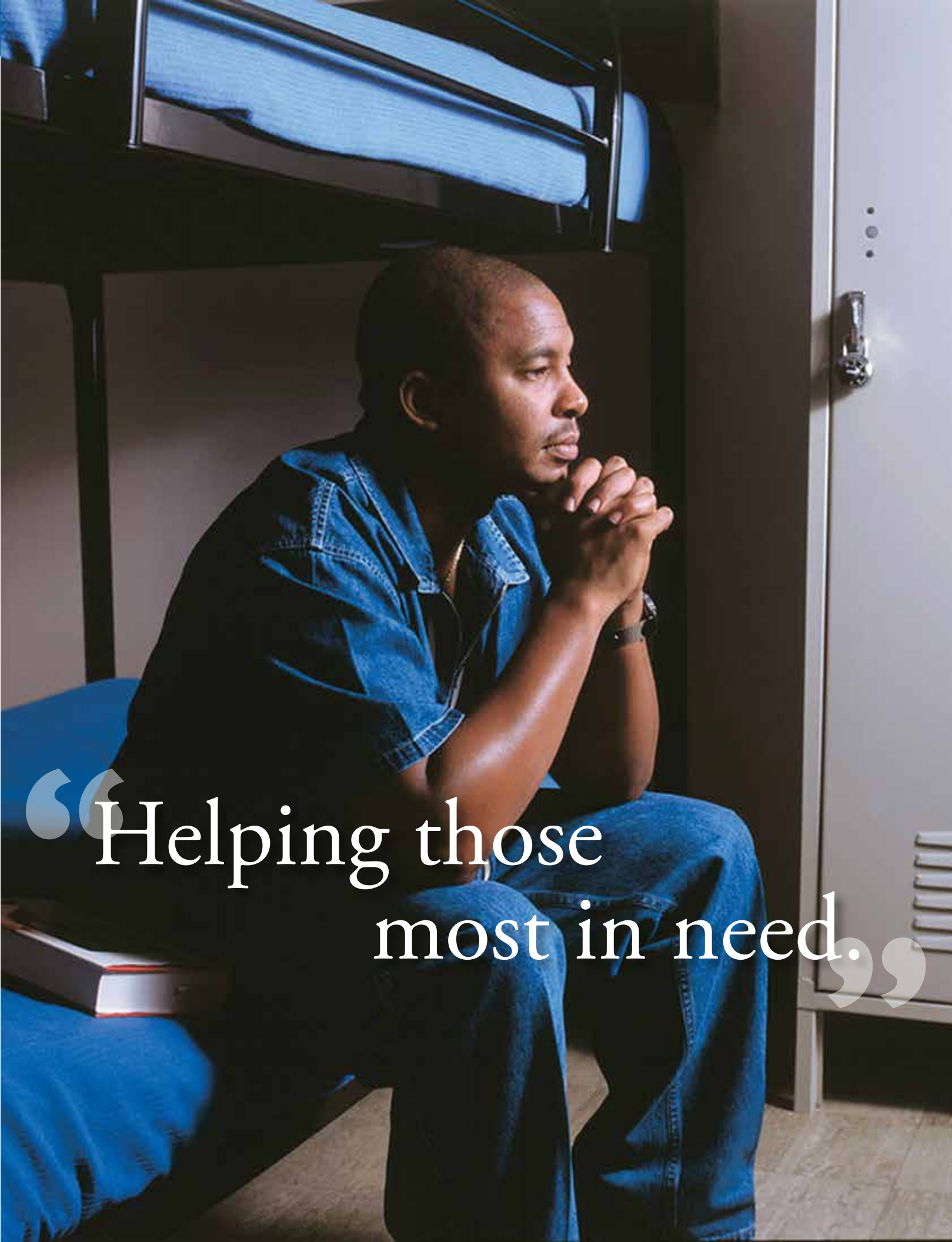


Volunteers of America

Texas—Annual Report 2011



Volunteers of America®
TEXAS



Dear Friends,

This is a time of tremendous need. Our nation's economic troubles are hitting the community hard, thrusting more and more people into a life of poverty—and making it more difficult for those already there to make a better life. New census data this year revealed this troubling statistic: one out of six Texans now live below the poverty line.

In response, Volunteers of America Texas has provided compassionate, life-changing services to the community as it has for close to 100 years—and will continue to do so in the future. Faced with these challenging times, we have renewed our commitment to a ministry of service to humanity, doing what we do best: bringing healing to those who are hurting, lifting up those who cannot do it alone and strengthening individuals to build a more robust community.

We continue solidifying and expanding our human services in response to emerging needs. Our efforts in 2011 included:

- Engaging seniors in our affordable housing communities in service, from sharing their wisdom with children in Big Brothers Big Sisters programs to serving as FEMA site volunteers so residents can shelter in place during an emergency. As one of the most experienced providers of senior housing in the state, we are examining ways to empower older Texans.
- Pioneering Look Up & Hope in Texas, a program designed to strengthen families affected by incarceration. We are one of five Volunteers of America affiliates nationwide piloting this program designed to preserve families, create long-term success for these women and their children and break the cycle of incarceration.
- Enhancing our offerings to adults with intellectual and developmental disabilities by not only providing safe and supportive home environments where they can live independently but also expanding our reach to non-resident clients, helping them fulfill their potential at our Life Enrichment Centers.
- Forging alliances with organizations such as Local Initiatives Support Corporation (LISC), Center for Health Care Services and Recovery Resources to complement the human services we provide and help ensure each individual's broad range of needs can be met fully and efficiently.

In 2012, we will carry on strengthening programs that help those most in need and exploring innovative and collaborative ways to achieve our mission. In difficult times, our goal is to be part of long-term solutions for individuals, their families and the region we serve. We hope you'll join us as we stride forward to serve humanity and build a strong, healthy community for the future.

Sincerely,

Melody Timinsky, President & CEO

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A Ministry of Service to Humanity.



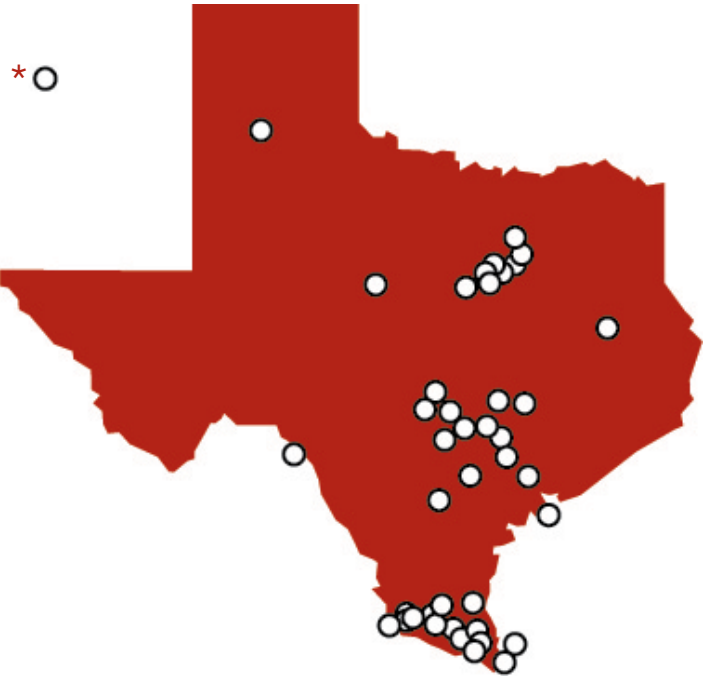
When Maud and Ballington Booth founded Volunteers of America in 1896, they envisioned a movement dedicated to “reaching and uplifting” the American people. They pledged to “go wherever we are needed and do whatever comes to hand.” Today, the faith-based nonprofit organization continues to fulfill this mission through a strong network of affiliates in more than 400 communities across the nation, including 30 served by Volunteers of America Texas.

Volunteers of America Texas has been making a difference in communities since 1917. Who and how we’ve served has changed with the needs and issues of the times, but the spirit of our commitment remains the same: to provide compassionate, caring service that lifts the most vulnerable people in society out of the shadows to help them fulfill their potential and, in turn, build a stronger community.

As a part of our ministry of service, Volunteers of America Texas has a vast array of programs that address the specific needs of the following populations:

- At-risk children and youth;
- The currently and recently incarcerated;
- Individuals facing addiction and mental health challenges;
- Individuals facing housing instability;
- Individuals with intellectual and developmental disabilities;
- Individuals and families in poverty;
- Seniors;
- Veterans;
- Women and children.

Our Reach



* Out of state—Albuquerque, NM

Our Impact: A Snapshot



- **88%** of clients transitioning from prison at our Avenue J program in Fort Worth secured employment.
- We provided **1,449 individuals** with affordable housing—an essential precursor to health, safety and well-being.
- **85%** of the mothers with children participating in substance abuse treatment at our McGovern Campus demonstrated healthier and more effective parenting skills.
- We provided **216 individuals** with intellectual and developmental disabilities with care and support to enhance their well-being, improve skills and, when appropriate, enable them to live as independently as possible.
- **88%** of homeless women in our Houston substance abuse program left with new forms of financial resources such as a savings account, improved credit or a planned budget.

Locations

Addiction Treatment & Support

Conroe
Dallas
Fort Worth
Houston
Huntsville
San Antonio

Addiction Prevention Programs for Youth

Dallas
Forth Worth

Affordable Housing for the Elderly

Abilene
Albuquerque, NM
Arlington
Austin
Burleson
Cleveland
Conroe
Dallas
Fort Worth
Fredericksburg
Garland
Gonzales
Houston
Kerrville
Nacogdoches
Navasota
Rosenburg
San Antonio
Tulia
Victoria
The Woodlands

Affordable Housing for Individuals with Developmental Disabilities

Austin
Fort Worth
Grand Prairie
Houston
Irving
Plano
San Antonio

Affordable Housing for Low-Income Families

Alamo
San Juan
Santa Rosa

Community Re-entry Programs

Fort Worth
Hutchins

Home & Community-Based Services for Individuals with Disabilities

Arlington
Austin
Dallas
Fort Worth
Grand Prairie
Houston
Irving
Plano

Life Enrichment Centers for Individuals with Disabilities

Houston
Plano

Touching the mind, body, heart & spirit of those we serve.



Addiction Treatment & Recovery

When an addictive disorder takes hold in a person, it takes hold hard, with the potential to create and entwine itself with other issues. Poverty, violence, incarceration, homelessness and other substance related conditions feed on addiction, and it feeds on them.

Our addiction treatment and recovery support programs incorporate a continuum of residential treatment and support services that treat the whole person and not just the addiction. In addition to recovery from substance use disorders, our clients have the opportunity to benefit from job preparation programs, housing placement, treatment for domestic abuse/trauma, family counseling and more to help get them back on their feet, contributing to their families and the community.

Affordable Housing

A home is so much more than shelter. It is the foundation for creating a stable, fully realized life. Yet, affordable housing is out of reach for millions of Americans, and this shortage contributes significantly to poverty and homelessness.

With more than 40 housing communities across the state, Volunteers of America Texas is one of the largest nonprofit providers of quality, affordable housing for low- and moderate-income households in Texas. We specialize in permanent housing options for families, seniors and individuals with intellectual and developmental disabilities who otherwise might have to turn to unsafe, blighted housing or, worse, the streets.

Community Re-entry

For many, incarceration is not a one-time occurrence, but a cycle. Re-entering the community with a prison record presents numerous obstacles—employment, decent housing, credit and more. These inherent obstacles compound the problems that contributed to the individual's incarceration in the first place.

Volunteers of America Texas begins working with individuals while they are still in prison as they prepare to re-enter the community, helping them build life skills and overcome problems with addiction. We stand by individuals in the process of re-entering the community, helping them identify resources and creating a network of support they need in order to be successful.

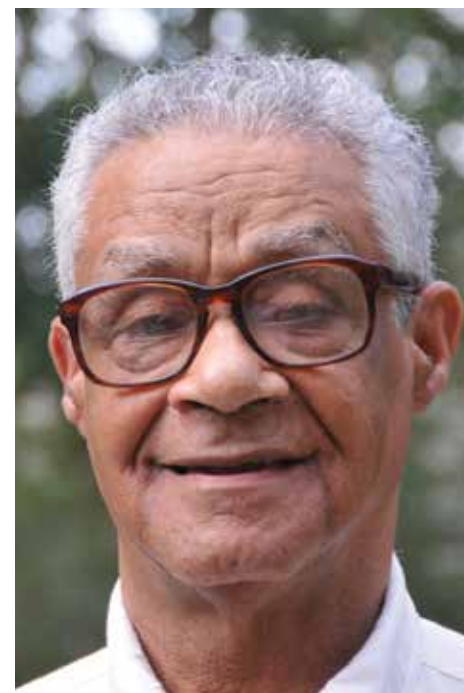
Intellectual & Developmental Disabilities

At Volunteers of America Texas, we believe that when you see and work with the potential in people, you can accomplish more than anyone thought was possible. By identifying and cultivating the strengths and interests of individuals with intellectual and developmental disabilities, we support them as they build personal independence and participate as fully as possible in the community.

Volunteers of America's housing programs offer those with intellectual and developmental disabilities a home environment supported by professional, on-site staff, enabling individuals to live with dignity and enjoy as much independence as possible—all while having access to the vital services they need to thrive. Our Life Enrichment Centers offer affordable, customized support and guidance with individualized activities to meet the broad spectrum of functioning abilities. Finally, our In-Home Care and Community Support services make it possible for individuals with disabilities to live in a home setting by creating a personalized program to improve self-help, socialization and adaptive skills.

A Continuum of Support Services

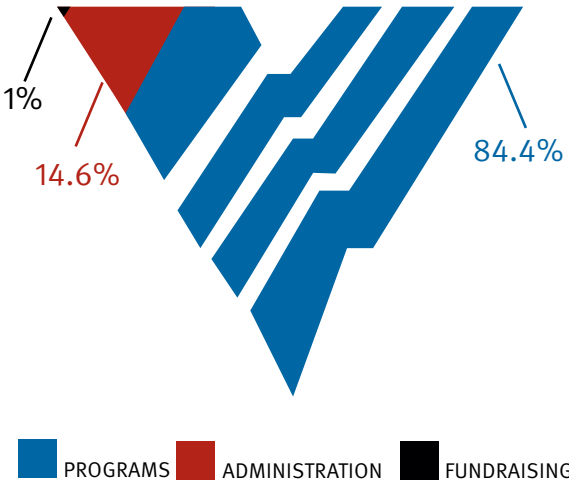
To better equip and empower the individuals we serve to become stable, productive and engaged members of their families and communities, Volunteers of America Texas strives to offer a continuum of services that support our clients and address the needs of the whole person. These include financial and employment assistance, job training, child care, transitional housing and drug prevention programs for youth.



**VOLUNTEERS
OF AMERICA
TEXAS**

*provides
compassionate,
caring service
that strengthens
the most
vulnerable
individuals in
society and
builds healthier
communities.*

EXPENSES



FOR THE YEAR ENDING JUNE 30

INCOME STATEMENTS

	2011	2010
Revenues from Operations		
Total Public Support	\$1,173,415	\$846,859
Revenue & Grants from Government Agencies	18,270,795	19,300,390
Other Revenue	2,156,648	1,729,366

Total Revenues from Operations	\$21,600,858	\$21,876,615
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Program Services		
Supporting Services		
Correctional	3,769,869	4,060,602
Treatment & Community Services	6,258,418	6,355,227
Intellectual & Development Disabilities	7,274,752	8,539,923
Housing	335,401	594,843
Total Program Services	\$17,638,440	\$19,550,595

Supporting Services		
Management & General	\$2,676,986	\$3,134,488
Resource Development	185,209	285,741
Fees Paid to National Org.	384,822	419,529
Total Supporting Services	\$3,247,017	\$3,839,758

Total Expenses	\$20,885,457	\$23,390,353
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Excess of Revenue Over Expenses	\$715,401	\$(1,513,738)
Non-operating Items	140,637	3,450,520

Change in Net Assets (VOATX & Affiliates)	\$856,038	\$1,891,782
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Non-controlling Interest in Limited Partnerships' Losses	(348,906)	(342,644)
Consolidated Increase in Net Assets	507,132	1,549,128

BALANCE SHEETS

Assets	2011	2010
<i>Current Assets</i>		
Cash and Equivalents	\$2,158,157	\$2,413,874
Accounts Receivable, Net	2,241,425	2,400,339
Other Current Assets	694,262	635,943
Total Current Assets	5,093,844	5,450,156

<i>Fixed Assets</i>	9,071,943	8,547,726
Land & Buildings	2,330,154	2,372,649
Furnishings & Equipment	(5,839,486)	(5,739,517)
Accumulated Depreciation	5,562,611	5,180,858
Total Fixed Assets		

<i>Other Assets</i>		
Other	971,150	950,818
Limited Partnerships' Assets	9,527,197	9,806,155
Total Other Assets	10,498,347	10,756,973

Total Assets	\$21,154,802	\$21,387,987
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Liabilities and Net Assets		
<i>Liabilities</i>		
Current Liabilities	\$1,429,477	\$2,244,666
Other Liabilities	1,744,612	1,739,688
Limited Partnerships' Liabilities	6,748,803	6,678,855
Total Liabilities	\$9,922,892	\$10,663,209

<i>Net Assets</i>		
Unrestricted		
Volunteers of America Texas Inc.,		
Development Corp., and the Foundation	\$8,069,582	\$7,536,094
Non-controlling Interest in Limited Partnerships	2,778,394	3,127,300
Total Unrestricted Assets	10,847,976	10,663,394
Temporarily Restricted	383,934	61,384
Total Net Assets	\$11,231,910	\$10,724,778

Total Liabilities and Net Assets	\$21,154,802	\$21,387,987
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Fostering Hope, *Healing Lives.*

Nicole: Defeating Addiction

When Nicole arrived at Volunteers of America Texas in July of 2008, she came straight from jail. A high school dropout with a history of more than a decade addicted to drugs and alcohol, she was alone, scared and destitute. She did not know how to shower, go to sleep or care for herself emotionally or physically. She had two children who had never been allowed to live in her care. She was desperate to change her life, and she knew addiction was at the root of her problems.

The staff and volunteers of Volunteers of America Texas immediately welcomed her, treating her with respect and dignity that fueled her desire to succeed. After successfully completing the 90-day inpatient program, she continued in the Volunteers of America Texas outpatient program. Today, Nicole is in her third year at the same job, and her children live with her. She has purchased a car, furnished her apartment and is diligently saving to purchase a house.

The Facts: Addiction

- 22.6 million Americans 12 and older are illicit drug users.
- Only 11% of those with substance abuse problems nationwide have received treatment.
- Alcohol and drug abuse cost Texans \$33.4 billion annually.
- Substance abuse is closely linked to poverty, homelessness, crime, poor health and abuse.

“Without the loving, compassionate and nurturing care giving I received in the addiction treatment program, I would not be where I am today.”



Howard: Fulfilling His Potential

Howard has been receiving services at Volunteers of America Texas’ Life Enrichment Center for nine months. In this short time, his self-confidence has blossomed and, as a result, so has his ability for self-expression. “My therapists are good people. They mean well in their hearts, and they always take time to talk with me and see how I am improving. They are my family,” says Howard.

A typical day for Howard at the Life Enrichment Center includes writing in his journal—an activity he finds particularly rewarding—lessons on current events, independent living activities, field trips and dining in restaurants. The Life Enrichment Center helps Howard and others we serve reach their fullest potential and live as independently as possible. Staff member Deneen Lewis, who Howard and many of the Life Enrichment Center clients refer to as “Mom,” explains, “This is not just a job for us, it is our passion.”

The Facts: Intellectual & Developmental Challenges

- 10 million Americans with disabilities need daily long-term services and supports.
- 300,000 people with disabilities nationwide are on waiting lists of up to eight to 10 years for home and community-based, long-term services and supports.
- Most long-term care is provided by family members that incur out-of-pocket expenses of \$6,000 to \$16,000 annually.

“I love Volunteers of America Texas deeply. I love each of my therapists and guardians deeply. I **definitely encourage people** who have disabilities to come to Volunteers of America Texas.”



Serving Passionately, *Transforming Lives.*



Tiffany: Breaking the Cycle of Incarceration

When Tiffany was 25 years old, she was convicted of aggravated robbery and sentenced to nine years in prison. During the early years of her incarceration, she was very hardheaded and resistant to receiving help. Over time, however, she realized that if she returned to her old friends and her old ways of drugs and crime, she would only land back at the last place she wanted to be—prison.

Her desire to make a new start brought her to Volunteers of America Texas’ transitional housing and outpatient treatment programs. She found a vocation at Volunteers of America Texas’ innovative eye clinic, a collaboration with Visual Compassion that provides on-the-job training for our clients and affordable eye care for the surrounding community. She was promoted to team leader and began working with her case manager on financial goals, from saving money out of every paycheck to buying a car. Each was a critical step towards what so many of us take for granted, but which she wanted more than anything: “a normal life.”

The Facts: Incarceration

- Approximately 740,000 Texans are under criminal justice supervision.
- One in every 28 children has a parent in incarceration.
- Approximately 65% of those returning to society will be re-arrested within three years.
- Causes of recidivism include a lack of: employment opportunities, affordable housing, substance abuse treatment and family/community support systems.

Uplifting Spirits, *Restoring Lives.*



“Had I been sent from prison straight out into the world, I would have been really lost. Volunteers of America Texas has **changed my life** and turned my life around for the better – and for good”

Alejandro Aceves
Sidney Achee
Jeanette Adolff
H. Agnew
Caliphus Akuma
Albertsons / Bill Walker
Mercedes Alejandro
Lionel Alex
Vernon Alexander
Eunice Allardyce
David & Mary Allen
Fateme Amanifar
Amegy Bank
American Express Travel
Tammy Andersen
Jack Angelo
Carl Angelone
Armando Aranda
Evelyn Arceneaux
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Clyde Augustus
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Dolores A. Bailey
Georgena & Ted Bailey
Michale Bailey
Tommie Baker
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Shirley Bales
Shirley Ballard
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Betty Briscoe
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Carol Brown-Elliott
Eleanor Brown
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Will Brown
Wallace Browns, Jr.
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Elvio Bruni
Celeste Brunner
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Mary Buchner
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John Bundscho
Anna Burger
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Jan & Nyles Bynum
Vito R. Caccheri
Evan Caffrey
Cakes by Anastasia
Katy Calogeras
Camden Builders Inc.
Christine Campion
Virginia Caraway
Express Care
Jane Carroll
Alan Carpenter
Monty & Vici Carpenter
J.D. Cartwright
Laurie Casarez
Christopher & Diana Case
Jacquelyn Case
Rick Raymond Case
Virginia M. Case
Raymond Casella
Kasandra Castleberry
W.D. & Betty Cates
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Glenn Cauble
Hope Causey
Christ Centered
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James Chafin
Thomas Chamberlain
Edith Cheney
Stacey Childs
Martha Clark
Doris Clements
Russell Clousing
Sam's Club
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Robert Cocks
Ervin Cogdell
Mindy Cohagan
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Lori Cole

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Juanita Collier
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Iru Morrison
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Margaret Mullen
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