



Volunteers  
of America®

**COLORADO BRANCH**

**PROGRAMS**

**AT A GLANCE**

**2018**

**VOLUNTEERS OF AMERICA PROGRAMS AT A GLANCE**  
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# AFFORDABLE HOUSING

## Program at a Glance



**Professional Management**



**Affordable Housing**



**24 Hour Maintenance**



**Service Coordinators**

### Locations /Counties Served:

Adams County	130 Units
Denver County	649 Units
Delta County	41 Units
El Paso County	307 Units
La Plata County	55 Units
Larimer County	61 Units
Mesa County	60 Units
Montrose County	129 Units

## About Our Affordable Housing

The Volunteers of America Colorado Branch Affordable Housing Division proudly manages affordable housing throughout the state of Colorado. There are currently more than 1400 total units within the Affordable Housing Division, including senior-exclusive communities, multifamily communities and housing for individuals with disabilities. The program types for these communities range from Low Income Housing Tax Credits to units federally subsidized by the Department of Housing and Urban Development. Many of our communities offer Service Coordination which assist residents with services in the community and enables them to remain in their homes longer. Our housing promotes dignity, respect and independence for our residents.

## LOCATIONS

**Colorado Springs**  
**Denver Metro Area**  
**Delta**  
**Durango**  
**Grand Junction**  
**Montrose**  
**Westminster**

**For Information contact  
 John Tamborski at  
 303-297-0408 x 13157**

### Statistic

Denver Metro Area

Denver is the 22nd most expensive rental market in the US. 1 Bedroom rents are 9.5% higher than the national average



## Affordable Housing

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Casa de Rosal

---



Westgate Towers

---



Sunset Park

---



CedarView II

---



Centennial Towers

---



Grand View Apartments

---



Westminster Commons

---



Montbello Manor

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# BRUNETTI LOFTS

## Program at a Glance

Services Provided



Home  
ownership



Case  
Management



Communi-  
ty Refer-



Financial  
Education

## About Brunetti Lofts

Brunetti Lofts offers formerly homeless, low-income families a bridge between transitional housing and home ownership. The project focuses on a population earning within a 30%-60% range of the Area Median Income level for Denver. The program is designed to couple programming and services with housing to assist residents to become home owners within five years. Through an integration of services, Brunetti Lofts allows time for low income families to make a difference in their financial life by increasing income and improving credit. Also with individualized financial counseling through our community partnerships, down payment assistance for home ownership is also offered.

## By the Numbers

July 1, 2016-  
June 30, 2017

<i>Families Served</i>	26
<i>Individuals Served</i>	59
<i>Financial Literacy Classes/Trainings</i>	22
<i>Received Supportive Services</i>	100%
<i>Households Retaining Permanent Housing</i>	100%

## WHAT IS THE PROGRAM IMPACT?

**From July 1, 2016 — June 30, 2017:**

- **9:** Number of participants who increased income
- **9:** Number of individuals enrolled in an educational program (High School, CTE, GED, 2 and 4 Year Colleges, Advanced Degrees etc.)
- **8:** Number of individuals who gained and retained employment (for at least 30 days) during fiscal year
- **13:** Number of home owners since program inception



**Christmas Party  
2017**

**Girl Scout's  
Thin Mint  
Dinner 2016**



**Brunetti Lofts is located at:  
1316 26th Street  
Denver, CO 80205**

**Testimonial**

*"I am so grateful to  
Volunteers of American  
for giving my family this  
tremendous opportunity to  
become homeowners!  
This was a dream that  
has now become a reality  
in my live and the lives of  
my children. Thank you  
VOA fir helping to create  
a lasting legacy in our  
family! Thank You so  
much!"*

**For more information,  
please contact:**  
Marshall Voltz at  
303-297-7758 or via email,  
[mvoltz@voacolorado.org](mailto:mvoltz@voacolorado.org)



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# CAMP P.O.S.T.C.A.R.D.

## Program at a Glance

Benefits of Camp



Community  
Involvement



Relationship  
Building



21st Century  
Life Skills  
Development



Stress &  
Time  
Management



3rd Annual  
Program  
June 24-29, 2018

## About Camp P.O.S.T.C.A.R.D.:

*Peace Officers Striving To Create And Reinforce Dreams*

Fifth graders from Denver and Aurora participate in a week-long summer camp that is held at the YMCA of the Rockies, Estes Park Center. Campers have the opportunity to participate in hiking, archery, hands-on science programs, campfires, team building activities, and a challenge course.

Emergency personnel and law enforcement officials are the youth's camp counselors, guiding them through activities and classes that are intentionally designed to develop 21st century life skills, improve self-esteem through individual success, and construct positive relationships between youth and adults. The guiding principles for camp are taken directly from lessons of James P. Owen's *Cowboy Ethics*. This includes the 10 guiding principals from the Code of the West and the understanding of TRY. The word TRY is a noun in cowboy culture meaning the burning desire to accomplish something, coupled with the belief that you can do it, and the determination to give it 110% effort every day.

## CAMP POSTCARD BEGINS

June 24th, 2018

**Location:** YMCA of the Rockies, Estes Park Center

**Date:** Adult Volunteer Training June 22th and June 23th

Camp starts June 24th through June 29th

**Cost:** \$0 For ALL campers.

**Available spots:** 50 girl and 50 boy camper spots from the City/County of Denver and Aurora.



Campers enjoying a round of mini golf at YMCA of the Rockies during Camp P.O.S.T.C.A.R.D.



Campers enjoyed a drum exhibition before our campfire. The s'mores were delicious and for some campers this was the first time they tried them.

## The Secret Sauce:

Campers are unaware the camp counselors who stayed with them throughout the week are police officers until the last night of camp. The revelation comes with a celebration of each camper receiving a certificate of completion and kind words of encouragement from the police officers.

## How can you get involved?

Identify a youth — Youth are identified through a nomination process by teachers, guidance counselors or community members. The nominated youth are interviewed to determine the most deserving youth from Denver and Aurora.

To sponsor a camper or, to donate to our program, visit [www.voacolorado.org](http://www.voacolorado.org)

**For more information,** please call 303-297-0408 or email Nichole Rogers at [nrogers@voacolorado.org](mailto:nrogers@voacolorado.org)



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# CAREGIVER SUPPORT PROGRAM

## Program at a Glance

Volunteer

Service Activities



Stress-Reducing  
Activities



Friendly Visits



Companionship



Respite Care

### BY THE NUMBERS

**JULY 1, 2016-  
JUNE 30, 2017**

<i>Clients</i>	154
<i>Matches</i>	82
<i>Respite Hours</i>	2,603
<i>Volunteers</i>	69

## ABOUT THE CAREGIVER SUPPORT PROGRAM

Larimer County

It is estimated that Larimer County has 48,000 family caregivers. Respite care is a vital part of caregiving, and works to help relieve stress, restore energy, and keep families together.

Caregivers have a **63% higher** mortality rate than non-caregivers. Caregivers are **half** as likely to use healthcare, and **twice** as likely to have psychological/physical problems.

The Caregiver Support Program seeks to alleviate the overwhelming demands of caregiving by utilizing volunteers to support caregivers and those for whom they care.

Colorado State University's **School of Social Work** students have become partners to provide an intergenerational dynamic to the program.

## WHAT IS THE PROGRAM IMPACT?

From July 1, 2016-June 30, 2017

**100%** of care recipients reported feeling less lonely and isolated and more engaged and independent since receiving Caring Companion services.

**100%** of caregivers surveyed stated that the Caring Companions Program had a positive impact on their ability to maintain their own health and well-being.

### RESPIRE FACTS

- Only 32 % of caregivers report their loved one gets paid help from aides, housekeepers, or other people paid to help them. 1 in 3 caregivers have no help at all—paid or unpaid. (Caregiving in the U.S. 2015 AARP)
- In 2020, Colorado is likely to experience its greatest ratio of older adults to caregivers at 7.4 older adults to every 1 caregiver. The number of persons over age 65 below the federal poverty level is estimated to grow from approximately 55,000 in 2015 to roughly 110,000 in 2040. (Colorado Aging Framework 2015)
- More than 9 in 10 caregivers who provide 21 or more hours of care are in a high burden situation in need of respite. (Caregiving in the U.S. 2015 AARP)
- In 2015, an estimated 239,000 Coloradoans provided unpaid care for loved ones with dementia and/or Alzheimer's. The total value of their unpaid care is valued at over \$3 billion.

**Contact Northern Colorado Division at 970-472-9630**



Photo Courtesy of Bob Blanchard Photography 2014.

*“Thank you so much for sending Tom out. I think it was what Rich needed. If Rich passes before another visit, I want to thank you and Tom so much.”*

*-Rachel E. Client*

*“We just love our volunteer Dixie! She arranged for my mother to be serenaded on Valentine’s Day. She knows that mom responds well to music and even though she has dementia and can’t remember what she had for lunch, she remembers all of the old songs and sings along.”*





# CITY HARVEST FOOD

## Program at a

Services Provided



**Perishable &  
Non-  
Perishable Food**



**Resources**



**Caring Volunteers  
& Staff**



**Communi-  
ty Refer-**

## By the Numbers

July 1, 2016 -  
June 30, 2017

<i>Participants Served</i>	40,482
<i>Pounds of Food</i>	649,090
<i>Partners Served</i>	72
<i>Volunteers Staff</i>	2 2
<i>Volunteer Hours</i>	120
<i>Total Program Budget</i>	\$219,504

## About the City Harvest Program

The City Harvest food program collects perishable and non-perishable donated food items and distributes to over 70 community pantries and food banks serving low income families and the homeless throughout the Denver metro area.

An estimated 40,000-55,000 individuals receive food provided through City Harvest Food Bank annually.

Any agency eligible to receive food from Volunteers of America's City Harvest must be a certified non-profit. Applications are available at City Harvest Food Bank.

Locations/counties served: All Denver metro area counties

## WHAT IS THE PROGRAM IMPACT?

### From July 1, 2016-June 30, 2017:

More than 70 community partner food banks received food to provide shelf-stable or prepared meals to the local community.

The Volunteers of America Colorado Mission received more than 50 tons of food from the City Harvest Food Bank to distribute to local individuals and families in need of food.

The City Harvest Food Bank establishes strong community partnerships throughout the year to serve the most vulnerable in our local communities.

## **SPECIAL PROJECTS**

- Every year the Volunteers of America Colorado, City Harvest Food Bank partners with ARC Thrift Stores to complete a food drive. Last year that food drive alone provided over 170,000 pounds of food to City Harvest for community distribution.
- City Harvest Food Bank participates with Safeway and Pinacol Assurance for their annual food drive. Last year this event secured over 50,000 pounds of food.
- City Harvest Food Bank also participates in the annual 9Cares food drive, local Girl Scouts of America, and multiple community partners to secure and distribute food to those in need.

*The City Harvest Food Bank provides many volunteer opportunities for local businesses or community partners to assist with food drive pickups, culling food boxes, creating pantry boxes to be distributed to Meals on Wheels recipients, or individuals on the Meals on Wheels wait list.*

*If you are interested in volunteering with this program as an individual or a group, please contact the Volunteers of America volunteer services program staff or the City Harvest project manager.*

*You will be blessed by your service to this amazing program.*



### **Program Staff:**

Andrew Wilson, Project Manager - [awilson@voacolorado.org](mailto:awilson@voacolorado.org)

Contact Information:

Location: 2620 Larimer Street Denver, CO. 80205

Phone Number: 303-297-0408 Ext. 13150



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# COMMUNITY HOUSING

## Program at a

Volunteer or Program  
Service Activities



**Housing  
Support**



**Case  
Management**



**Job  
Readiness**



**Education  
Support**

## By the Numbers

July 1, 2016-  
June 30, 2017

<i>Family Housing Program</i>	
<i>Days of Care</i>	23,725
<i>Individuals Served</i>	65
<i>Housing Stabilization Program</i>	
<i>Days of Care</i>	29,930
<i>Individuals Served</i>	82

## About Community Housing Programs

### Family Housing Program (FHP)

The Family Housing Program is a project funded by Denver's Road Home that works in conjunction with the Denver Housing Authority (DHA). VOA was selected as the referral agency to the DHA for the community. This collaboration is an effort among Denver metro area organizations to help stabilize homeless families eligible for subsidized permanent housing. The program offers basic supportive services, such as emergency eviction assistance, financial support for higher learning and bus passes to those families that have been placed into the DHA-Local Preference Program.

### Housing Stabilization Program (HSP)

The Housing Stabilization Program is a Rapid Re-Housing rental assistance program for families experiencing literal homelessness. Case Managers work with eligible families on locating housing, increasing income and connecting them to their communities as their rental support decreases.

## WHAT IS THE PROGRAM IMPACT?

**From July 1st, 2016—June 31st, 2017**

- **100%** of households placed were offered supportive services needed for housing retention.
- **100%** of participating families completed one goal from their Service Plan for the year.
- **100%** of participants remained stably housed.



Celebrating the holidays with our families



## Testimonials

*“ Thanks to this program,  
I now have a home. I  
can’t wait to have a safe  
place for myself and my  
son to grow in.”*

- LR

*“I’m just so grateful for  
support and assistance  
the staff and program has  
provided to me and my  
family.”*

- ET

**For more information,  
Contact:**

Bannock Youth and  
Family Center  
720-217-3884  
455 Bannock St.  
Denver, CO 80204



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# DURANGO COMMUNITY SHELTER

## Program at a

Volunteer or Program Service Activities



**Emergency Shelter**



**Case Management**



**Housing Stability Services**



**Resource Referral**



**Veteran**



**Multiple Volunteer**

## About the Durango Community Shelter:

Every day the Durango Community Shelter provides safe shelter, clothing, food, and one-on-one case management to children, women, and men in desperate need. Each year the Durango Community Shelter provides over 10,000 nights of shelter to over 450 individuals. On average 38% of those served are women and children. The Durango Community Shelter continues to be the only 24/7/365 shelter service in Southwest Colorado. The facility has three family bedrooms, one ADA accessible room, one men’s dormitory, one women’s dormitory, and communal living spaces including a kitchen, living room/ dining room, and laundry facilities. The Durango Community Shelter building also houses the Veteran Transitional Housing program, and the Southwest Colorado Division Administration Office.

### Population Served:

The Durango Community Shelter serves children, women, men experiencing homelessness.

### Locations/Counties Served

City of Durango

La Plata County

*No one is refused services due to prior residency.*

## PROGRAM ELIGIBILITY

- The Durango Community Shelter is a drug, alcohol, and violence free program.
- Children under 18 must be accompanied by a parent or legal guardian.
- Participants agree to abide by all program guidelines.

## **Contact Information:**

24/7 Crisis Line & Office Phone: (970) 259-1255

Fax: (970) 247-9561

**Location:** 1055 Avenida Del Sol  
Durango, CO 81301

**Mailing Address:** PO Box 2107  
Durango, CO 81302

**Program Manager:** Kelsey Schumacher  
(970) 247-0949  
kschumacher@voacolorado.org



## **Testimonials**

*“This place really helped me make it.”*  
Durango Community Shelter  
- Former Resident

*“The staff is wonderful. I don’t know how they could be more supportive or encouraging! Thank you, all!”*  
- Durango Community Shelter  
Former Resident

*“Services and staff was excellent and very helpful in every way. I can’t say how grateful I am to the staff.”*  
- Durango Community Shelter  
Former Resident



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# EARLY CHILDHOOD EDUCATION

## Program at a Services Provided



**Educational  
Home-Visits**



**Nutrition  
Education**



**Health and  
Education  
Screening**



**Communi-  
ty Refer-**

## By the Numbers

July 1, 2016-  
June 30, 2017

Participants Served	90
Thanksgiving Boxes	101
Children screened for speech, language	90
Hot Meals Served to children	336,600
Volunteer Hours Reading	400+

## About Early Childhood Programs

Volunteers of America Colorado Head Start (VOA HS) offers a holistic, comprehensive high quality early childhood education program to children and families in the Denver metro area, with a specific focus on the vulnerable Westwood neighborhood in SW Denver. VOA HS provides comprehensive preschool programming that includes on-site access to developmental screenings, nursing, oral health, nutrition, mental health, community referrals, and special education services. VOA HS recognizes that parents are the child's first and best teacher. VOA HS serves the entire family in accessing needed resources to meet human needs, reducing barriers, supporting families in attaining parent educational, housing, and reaching employment goals. VOA HS believes in supporting the entire family to help move them from poverty and vulnerable situations. Reducing environments filled with toxic stress helps reduce Adverse Childhood Experiences and best prepare both the child and family to be ready for kindergarten and a lifetime of success!

## WHAT IS THE PROGRAM IMPACT?

From July 1, 2016-June 30, 2017:

- **100%** of participants had or received health insurance.
- **100%** of participants received 2 home visits throughout the year
- **100%** of participants completed 3 parent teacher conferences
- **100%** of students received access to breakfast, lunch and snack each day
- **20%** of children served received special education and intervention services including behavioral interventions, Speech and Language Therapy, Occupational Therapy, Physical Therapy, and Mental Health Therapy.
- **98%** of parents recognized the importance of immunizations and completed these for their child
- **92%** of families recognized the importance of and completed routine dental visits for their child
- **95%** of families received parent education
- **5%** of parents enrolled in higher education
- **23** families and their children experiencing homeless were served in the program.

**SPECIAL PROJECTS**

- After 13 years of setting up and tearing down classrooms in our little church gymnasium, Volunteers of America Colorado opened a beautiful new Early Childhood Education Center in 2016. The center is located at 321 S. Yates St. in the Westwood neighborhood. We are in a better position than ever to provide services to the most vulnerable families of the Denver metro area. The VOA Head Start has been serving 85 students annually since.
- VOA HS partners with the best throughout Denver: Denver Great Kids Head Start, Culture of Wellness, Denver Health, Sewell, Denver Preschool Program, Colorado Preschool Program, Denver Early Childhood Council, Project LAUNCH and, most importantly, the southwest Denver community.



**For more information please contact:**

**Danielle Meir**

Director of Early Childhood Education Programs

dmeir@voacolorado.org

***Schedule a visit with us and discover the heart of Westwood!***

***321 South Yates Street  
Denver, CO 80219***

**Testimonials**

*“We love the program and the new building.”*

*“Thank you for teaching my child, and understanding I am being the best parent I can be”*

*“My child loves coming to school.”*

*“You have helped me so much. I feel that this program really cares about my child’s success.”*

*“I can’t believe where my child is at. He wouldn’t be this far without this program.”*



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# FAMILY MOTEL

## Program at a Glance

### Services Provided



**Food**



**Safe Place**



**Resources**



**A Difference**

## By the Numbers

July 1, 2016 –  
June 30, 2017

<i>Participants Served</i>	3,626
<i>Meals Served</i>	42,355
<i>Shelter Nights</i>	29,552
<i>Persons with Disabilities Served</i>	749
<i>Female HOH</i>	924
<i>Male HOH</i>	920
<i>Veterans</i>	127

## About the Family Motel

Volunteers of America Colorado’s Family Motel provides emergency shelter for families, men and women in respite and veterans with or without children. Our 24-hour Emergency Shelter has 45 rooms and can hold 115 people per night.

The Family Motel collaborates with the Denver Department of Human Services to provide families experiencing homelessness with a voucher for up to 15 nights in a 12 month period. Those in need of medical respite are referred from area hospitals and may stay as long as medically necessary. Veterans in our Veteran Housing Grant Per Diem (GPD) program may currently stay up to two years. Family and respite guests are connected with Denver DHS social workers to develop exit strategies from homelessness and veterans work closely with a veteran advocate from the Volunteers of America Colorado Bill Daniels Veteran Services Center to obtain permanent housing.

## WHAT IS THE PROGRAM IMPACT?

### From July 1, 2016 - June 30, 2017:

- **99%** of the participants reported they felt the Family Motel was a safe place to stay.
- **98%** of the participants reported they felt the Family Motel was a secure place to stay.
- **96%** of the participants reported they were treated with respect by VOA employees.

## Family Motel



Volunteers Make a Big Difference at the Family motel.

We have more than 60 volunteers who spend time helping the Family motel.

**Volunteers provide:**

- “Family dinners” on-site
- Bible study
- Administrative duties
- Hygiene bags
- Food
- Special events



## Testimonials

*“You all are very awesome & thanks for having us. God bless you”*

- Comment from a Guest Exit Survey

*“Thank you! :-)”*

- Comment from a Guest Exit Survey

*“Thanks to all of you and God!! I don’t know what I would have done without your help.”*

- Comment from a Guest Exit Survey

Volunteers of America Colorado’s Family Motel is located at:

4855 West Colfax,  
Denver, CO, 80204

For more information, please call:

720-904-9821

Or contact Nichole Stephens at



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# FOSTER GRANDPARENTS

## Program at a

Services Provided



**Assisting  
Teachers**



**Information**



**Interaction:  
Teachers  
Students-Seniors**



**Community**

## By the Numbers

July 1, 2016 -  
June 30, 2017

Students Served	3,321
Pre-K one on one FGP	137
Volunteer Stations	65
Volunteers Staff	131 4
Volunteer Hours	100,096
Total Program Budget	\$629,784

## About the Foster Grandparent Program

The Volunteers of America Colorado Foster Grandparent Program helps develop intergenerational bonds by bringing together youth and older adults.

### Services Provided:

The Foster Grandparent Program focuses on literacy (pre-reading and reading skills) and numeracy (pre-math and math skills) for children from 6 weeks to 12 years old. In return for serving 15-40 hours/week Foster Grandparents receive the following benefits:

- A non-taxable monthly stipend, which does not affect OAP (Old Age Pension), Medicare/Medicaid, Social Security, SNAP (food stamps) or subsidized housing
- Paid time off, holidays and training
- Transportation reimbursement
- Supplemental volunteer insurance
- Recognitions and special events

Foster Grandparents are 55 or older, live on fixed incomes (income under \$24,120 for a single person household or under \$32,480 for a couple) and enjoy working with children.

## WHAT IS THE PROGRAM IMPACT?

### From July 1, 2016-June 30, 2017:

- **89%** of the 254 tracked students showed improved academic performance in literacy.
- **81%** of 137 children demonstrated gains in social and emotional development, and school readiness after working with a senior volunteer.
- **1,063** children and youth were provided high quality learning and development experiences by senior volunteers in community-based mentoring programs.

### SPECIAL PROJECTS

- The program held three successful holiday parties/volunteer recognitions in the three main service areas (Denver Metro Counties, Larimer and El Paso Counties) in the month of December honoring the efforts of all the volunteers in the program. In June 2015, the program provided three separate volunteer recognition events in the three main service areas.
- Regular Monthly In-Service Meetings focus on two areas of training for our grandparents – 1) Help with their volunteer service, including training to be better tutors and mentors and 2) Health and well-being and topics of interest to seniors.



### Program Staff:

Patti Krattenmaker, Project Manager  
pkrattenmaker@voacolorado.org

Sara Galenbeck, Program Coordinator – Denver  
sgalenbeck@voacolorado.org

Kevin McLaughlin, Program Coordinator – Larimer  
kmclaughlin@voacolorado.org

Barbara Roeckel, Program Coordinator – El Paso  
broeckel@voacolorado.org

### Testimonials

*“Grandma M spends one-on-one time with four students in my classroom. She provides the extra practice they need for fluency and assists them by providing immediate feedback on their comprehension after she hears them retell. She gives encouragement and models to them the importance of reading.”*

- Teacher comment

*“Grandma A is the dearest. She is so proud right now, because the kindergartners she works with won a trophy for reading after having worked really hard with Grandma A.*

- Teacher Comment

*“Shirley is great with our students.”*



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# GROCERY SHOPPING PROGRAM

## PROGRAM AT A GLANCE

### Volunteer Activities



Callers



Shoppers



Drivers

### BY THE NUMBERS

JULY 1, 2016-  
JUNE 30, 2017

<i>Participants Served</i>	<b>108</b>
<i>Deliveries</i>	<b>1,714</b>
<i>Volunteers</i>	<b>55</b>
<i>Service Hours</i>	<b>2,723</b>
<i>New Participants</i>	<b>48</b>
<i>Participants Age 60+</i>	<b>103</b>

## ABOUT THE GROCERY SHOPPING PROGRAM

### LARIMER COUNTY

An estimated 27,000 Larimer County residents have one or more disabilities; 43% of these individuals (11,500 residents) are 65 or over. Transportation is challenging for many of these individuals, making consistent access to groceries a difficulty.

Volunteers of America provides an affordable solution. Volunteers call participants, fulfill orders, and deliver groceries weekly. The Grocery Shopping Program operates in partnership with *Safeway* in Fort Collins and Loveland. Because of our dedicated volunteers and outstanding partners, participants access grocery delivery without the additional burden of fees.

## WHAT IS THE PROGRAM IMPACT?

From July 1, 2016-June 30, 2017:

**98%** of participants indicated that the grocery services are critical to their access of food and/or prescriptions.

**95%** of participants feel that because of the program, they have enough food to eat.

**74%** of participants reported that they felt less lonely because of the visits with their drivers.

**100%** of participants feel more engaged and

## GROCERY PROGRAM SUCCESSFULLY EXPANDS TO LOVELAND

VOA's Ft Collins Grocery Program has successfully and consistently served its participants and community for over 30 years, delivering around 50,000 orders to those who are unable to get groceries for themselves. Why not spread the service down south to neighboring Loveland?

During the summer of 2016, RSVP staff and volunteers did the leg-work of assessing the Loveland area and its need, setting up a new partnership with Safeway, finding new volunteers, and finally those in need of the service.

It takes a while to earn the trust of a new community and its vulnerable populations, but we are happy to report that after a year's time our Loveland expansion is doing great, bringing joy to participants and volunteers alike. People's needs are being fulfilled—keep on for another 50,000.

**Contact Northern Colorado Division at 970-472-9630**



Photo courtesy of Bob Blanchard Photography

*“My volunteers have become my friends; everyone is so helpful and considerate. I would be absolutely lost without this service.”*

*- Ruth, participant*

*“Because of this program, I feel much more in touch with the world.”*

*- Jan, participant*



# HANDYMAN PROGRAM

## Program at a Glance

### Volunteer or Program Service Activities



Visit homes



Discuss  
needs



Construct



Repair

## BY THE NUMBERS

**JULY 1, 2016-  
JUNE 30, 2017**

<i>Units of Service</i>	788
<i>Volunteers</i>	40
<i>Volunteer Hours</i>	2,577
<i>Grab Bars</i>	380
<i>Interior Safety</i>	271
<i>Exterior Safety</i>	84
<i>Wheelchair Ramps</i>	54

## ABOUT THE HANDYMAN PROGRAM

The elderly community members of Northern Colorado face many safety challenges. Things that were once considered harmless are seen as everyday obstacles as we grow older. Steps, unstable handrails, and other hazards create environmental risks for seniors and individuals with disabilities.

The Handyman Program addresses many of these issues. We complete hundreds of repairs and maintenance projects each year. Although participants are asked to cover the cost of materials, labor is provided free of charge.

The Handyman Program focuses on serving those with low incomes and those who are physically unable to maintain their homes.

We work alongside many community organizations, such as the Larimer County Office Aging, Disabled Resource Services, hospitals, and rehabilitation centers.

## WHAT IS THE PROGRAM IMPACT?

From July 1, 2016-June 30, 2017:

**432** senior citizens or disabled individuals received services. These clients are able to remain living in their homes because of the work we do.

**87%** of the clients served feel safer in their homes.

**98%** of clients indicated a decrease in their fear of falling

HANDYMAN SERVICES RESTORE  
PARTICIPANTS INDEPENDENCE

Its amazing how little things like couple of steps can keep someone homebound and dependent on others. This is the reality many Handyman Program participants face. An unexpected accident or illness suddenly robs individuals of their ability to navigate a few steps with a walker or wheelchair.

This May, Handyman volunteers built a wheelchair ramp for one female veteran who had not left her home on over a month, because of a single concrete step.

Once our steady crew of volunteers completed her ramp, she raced down in triumph. She laughed through joyful tears, telling our volunteers, "Today you've given me back my freedom."

**Contact Northern Colorado Services at 970-462-5630**



*"Ron was the best ever! He is well qualified, polite and speedy! I am so grateful for his excellent workmanship."*  
Monica C.

*"Mark was very efficient. His personality is kind and a joy to have here as he works."*  
-Gladys H.

*"Thank you very much! They were very kind and have made taking a shower not so scary!"*





# HEALTHY AGING PROGRAM

## Program at a

Services Provided



**Group Activities  
For Seniors**



**Information  
assistance**



**Healthy Exercise  
Disease  
Management**



**Communi-  
ty Refer-**

## By the Numbers

July 1, 2016 -  
June 30, 2017

Participants Served	434
Hours of Instruction	1,045
Population Served	Age 60+
Volunteers Staff	3 3
Volunteer Hours	119
Total Program Budget	\$138,396

## About the Healthy Aging Program

The Healthy Aging Division promotes nutrition education, regular physical activity and self-management skills to empower seniors to take control of their health, improve their quality of life and maintain their independence.

**Steps to Healthier Aging Part 1 & Part 2™:** 12 weeks long, consisting of group exercise and nutrition education. Part 1 contains basic nutrition information and concepts while Part 2 is more in-depth. Participants learn how to eat healthier and move more through applicable nutrition instruction and exercise classes from a Registered Dietitian and a Certified Fitness Professional, respectively.

**The Arthritis Foundation Exercise Program™:** Six week group exercise program is geared toward people with arthritis and/or other rheumatic conditions. However, you don't have to have arthritis to participate.

**Healthier Living Colorado™:** Six week chronic disease self-management program that instructs participants how to effectively manage their chronic conditions (i.e. Arthritis, Diabetes, Cancer, Heart Disease) while increasing their quality of life.

## WHAT IS THE PROGRAM IMPACT?

**From July 1, 2016-June 30, 2017:**

- **40:** Successfully completed Steps to Healthier Aging classes
- **35:** Successfully completed Eat Better and Move More classes
- **91:** Participated in Arthritis Foundation Exercise classes
- **35:** Successfully completed Chronic Disease Self-Management Program classes
- The Choices for Healthy Aging Program continues to secure new venues to bring classes to seniors throughout our service area. Successful communication with many community partners has made the program grow throughout the year.

## SPECIAL PROJECTS

- **Healthy Moves for Aging Well™:** This is a three-month exercise program designed specifically for home-bound individuals to help maintain their independence and improve quality of life. A Healthy Aging staff member will visit a participant's home and show them how to do exercises safely and on their own to improve their strength, flexibility and range of motion.
- **Matter of Balance:** This 8-week award-winning fall prevention program addresses many issues surrounding the topic of falls including home hazards, community hazards, physical inactivity, medications and more.



### Program Staff:

Ashley Vairin RD, Community Nutritionist - [avairin@voacolorado.org](mailto:avairin@voacolorado.org)  
Natalie Rood, Fitness Professional - [nrood@voacolorado.org](mailto:nrood@voacolorado.org)  
Auburn Dush, HA Program Coordinator - [adush@voacolorado.org](mailto:adush@voacolorado.org)  
Contact Number: 303-297-0408

## Testimonials

*“Mr. Jeff from Louisiana was an inspiration to us all. He was born with Cerebral Palsy which has greatly affected his mobility. One would never hear him complain. Jeff has a big heart, great sense of humor and works hard. He says the class improved his stamina a lot and like everyone else...loved the music!”*

- Client Story

*“Now, no one could forget dear Rosa, a lil’ fireball whose roots stem from Pittsburgh, Pennsylvania. ‘If you don’t like me, forget it,’ she would say unpretentiously. ‘I’m just Rosa!’ She felt the class really helped her move better.”*

- Client Story



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# HOME AGAIN PROGRAM

## Program at a

Services Provided



Housing  
Stability  
Services



Case  
Manage-



Financial  
Assistance



Resource  
Referral



Emergency  
Shelter



Client  
Outreach

## Locations/Counties Served

Five County Area:  
La Plata  
Archuleta  
Montezuma  
Dolores  
San Juan

## About the Home Again Program Located in Durango and serving La Plata and surrounding counties

The Home Again Program provides survivor-driven case management, landlord advocacy, resource referral and financial assistance (on a case-by-case basis) to individuals who are survivors of crimes and are homeless, or at-risk of homelessness, as a result of their victimization. The housing coordinator provides participants with in-depth support in obtaining or maintaining long-term housing. Emergency financial assistance for rent, utilities, moving/relocation, transportation and more is available.

**POPULATION Served:** Men, women and children who are homeless, or at-risk of homelessness, as a result of a crime (domestic/family violence, child abuse, sexual assault,

## PROGRAM REQUIREMENTS

- Survivors must contact program to determine eligibility
- Must be homeless, or at risk of homelessness, as a result of victimization. (A police report is not needed)
- Please call 970-214-5815 and speak to the housing coordinator regarding eligibility requirements

## Contact Information:

**Location:** Southwest Safehouse  
Confidential Location

**Mailing Address:** P.O. Box 2107  
Durango, CO 81302

**Housing Coordinator:** Chelsea Steck  
970-214-5815  
csteck@voacolorado.org  
(All counties but Archuleta)

**Archuleta County:** Rise Above Violence  
970-264-1129 x2

## Testimonials

*“This is such a great opportunity for me. I feel so much more hopeful about my future now.”*

- Home Again Program Client

*“This is the first time I’m living on my own in a very long time. I finally feel free!”*

- Home Again Program Former Client



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**IRVING STREET WOMEN'S RESIDENCE**

**Program at a**

Services Provided



**Case Management**



**Support Services**



**Housing Assistance**



**Benefits Acquisition**

**By the Numbers**

July 1, 2016-  
June 30, 2017

<i>Residents Served</i>	35
<i>Follow up residents Served</i>	10
<i>Volunteers hours</i>	1,412

**Irving Street Women's Residence**

Chronically homeless women with serious mental illness are often trapped in a cycle of homelessness and poverty. Irving Street provides housing, long-term counseling and case-management services that help these women take control of their lives and to move from an unsafe sleeping environment into permanent housing.

Residents are welcomed into a homelike environment that promotes a sense of decency, caring and dignity. They are secure in the knowledge that there is a place to sleep that is free from violence, crime and victimization, food to eat, money to survive, clothes to wear and access to health care.

All supportive services are guided by and adapted to the individual needs of the resident. Case management services are offered through a trauma informed, creative engagement approach: combining natural conversation with skilled motivational strategies to help residents acknowledge and clarify barriers to meeting their goals set on their individual housing plan.

**WHAT IS THE PROGRAM IMPACT?**

**From July 1, 2016-June 30, 2017:**

- **80%** of Irving residents either maintained their housing at Safe Haven or exited into permanent housing during the grant year..
- **57%** of Irving residents maintained or increased their total income as of the end of the grant year or at program exit.

## **Eligibility Requirements**

- Must be a chronically homeless woman - Homeless for one continuous year or four (4) times in the past three (3) years
- Must have a mental health concern
- Women with higher vulnerability and elderly are prioritized

Women seeking services can obtain a referral to Irving Street from any community service provider.



**Irving Street Garden in which the residents maintain**



**Interior photo of Irving Street's Community Room**

## **Testimonials**

*"You can actually live a life here."*  
-Terri

*"A God send, safe, homey...gosh so many things come to mind."*  
-Athena

*"I am in a stable place and don't have to worry where I am to be each night and I can work on learning to walk again."*  
- Quote from Safety, Support & Stability Questionnaire

*"I love it here, I feel safe."*  
-Barbie

Irving Street Women's Residence is located at:  
601 S. Irving Street  
Denver, CO 80219

For more information, please call:  
303-934-9501 or  
contact Cynthia Miro at  
[cmiro@voacolorado.org](mailto:cmiro@voacolorado.org)



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# MEALS ON WHEELS-DENVER

## Program at a

### Services Provided



Home-Delivered  
Nutritious Meals



Nutrition  
Education



Nutrition  
Screening  
& Counseling



Communi-  
ty Refer-

## By the Numbers

July 1, 2016 -  
June 30, 2017

<i>Participants Served</i>	3,957
<i>Total Meals Served</i>	593,564
<i>Blizzard Box Meals</i>	17,556
<i>Volunteers</i>	1,421
<i>Volunteer Hours</i>	31,951
<i>Total Program Budget</i>	4,133,472

## About Meals on Wheels in Denver Metro

The Volunteers of America Colorado Meals on Wheels Program serves Adams, Arapahoe, Clear Creek, Denver, Douglas, Gilpin and Jefferson counties. Each meal consists of an entrée and accompaniments such as vegetables, fruits, breads, milk, etc. The meals are low in fat, cholesterol and sodium, and provide the valuable nutrients older adults need without the additional calories. Program services also include nutrition education, information and assistance in accessing other services available to the homebound elderly.

Each meal provides at least one-third of the recommended daily nutrients for older adults. The Denver Meals on Wheels Program offers three levels of service to homebound clients: daily hot meals, weekly frozen meal deliveries and monthly Market Meals to homebound seniors age 60 or better.



## WHAT IS THE PROGRAM IMPACT?

From July 1, 2016—June 30, 2017:

- **95%** of participants reported the meals improved their willingness to remain independent and in their homes.
- **86%** of participants reported that the services improved their emotional health.
- **89%** of participants reported that services improved their physical health.
- **95%** of clients indicated that the delivery services received were above average or excellent.

## SPECIAL PROJECTS

- In the fall, blizzard boxes are delivered to Meals on Wheels clients to provide six shelf-stable meals in case of weather-related emergencies.
- Every year at Christmas over 140 volunteer routes deliver meals to Denver home-bound seniors with each senior receiving a special Christmas gift just for them.



Photo courtesy of Bob Blanchard Photography, 2012.

### Program Staff:

Michelle Trejo, Project Manager, [mtrejo@voacolorado.org](mailto:mtrejo@voacolorado.org)  
Gayle Larsen, MOW Data Services Coordinator  
Program Coordinators, for assessment services – 303-297-0408

## Testimonials

*“Thank you for keeping me alive all these weeks. Your kindness makes me happy and I’m sure the food you brought and the smiles and nice people has helped me heal!”*

- Client comment from a client letter

*“I especially want to thank you for the very good Thanksgiving meal you gave me. I appreciate it very much!”*

- Client comment from a client letter

*“Thank you so much for all you’ve done and still do.”*

- Client comment from Client Satisfaction Survey

*“Amazing! The meals are so good and the volunteers are great! Thank you so much. You are greatly appreciated.”*

- Client comment from Client Satisfaction Survey



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## MEALS ON WHEELS—LARIMER

### Program at a Glance

#### Services Provided



Home-Delivered  
Nutritious Meals



Nutrition  
Education



Nutrition  
Screening  
& Counseling



Community  
Referrals

#### BY THE NUMBERS

**JULY 1, 2016 -  
JUNE 30, 2017**

<i>Participants Served</i>	129
<i>Frozen Meals Served</i>	18,203
<i>Blizzard Boxes</i>	408
<i>Hot Home Delivered Meals</i>	589
<i>Volunteers</i>	32
<i>Volunteer Hours</i>	724
<i>Nutrition Education Materials Distributed to Participants</i>	2,139

### ABOUT THE MEALS ON WHEELS PROGRAM

In Larimer County, people age 60 and older are the fastest-growing age-group of the population. Although aging does not cause disability, various factors among aged populations tend to increase this group's need for assistance services that allow them to remain living independently. Balanced nutrition is proven to be one of these top factors.

The Meals on Wheels Program targets low income, homebound or geographically isolated seniors age 60 or older living in Larimer County. Boxes of 5-7 nutritious frozen meals, prepared by a national vendor, are delivered by volunteers to our clients' homes on a weekly or bi-weekly basis. Frozen meals allow seniors the freedom to eat when they choose, and are well suited for seniors who do not need a daily safety/welfare check.

### WHAT IS THE PROGRAM IMPACT?

From July 1, 2016-June 30, 2017:

**75%** of participants maintained or reduced their nutritional risk after receiving meals for six months.

**88%** of participants reported they have increased their knowledge of healthy dietary practices after receiving nutrition education.

**91%** of participants reported that services helped them live independently and stay in their own homes.

**88%** of clients reported their nutrition has improved.

## SPECIAL PROJECTS

- ◆ In the fall, blizzard boxes are delivered to Meals on Wheels clients to provide shelf-stable meals in case of weather-related emergencies.
- ◆ Participants received Baskets of Joy fruit baskets in December to bring a little holiday cheer.
- ◆ The Oakridge KinderCare Preschool class volunteered their time and heartfelt work to provide our seniors with something special for Valentines Day. The class made Valentines Day cards which were delivered to the individuals who participate in our Meals on Wheels program.
- ◆ On Valentine's Day, our homebound participants received a special hot holiday meal. Meals were delivered with the preschoolers' cards.



Photo courtesy of Bob Blanchard Photography, 2012.

## Client Comments from Client Satisfaction Survey:

*"This is a very good and needed service. Thank you, I do not worry about not having enough food now."*

-

*"I feel your meal program has been extremely helpful. Your delivery crew are good folks who try hard and I appreciate your service"*

-

*"Nice to visit with my friend Paul when he delivers my meals. I am very appreciative for this program."*

-

*"Thank you for your help. Dave, my delivery volunteer, is an incredible human being."*

-



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# MISSION

## Program at a

### Services Provided



**Spiritual guidance**



**Food services**



**Employment assistance**



**Clothing and Hygiene**

## About the Mission

The Volunteers of America Colorado Mission is the only Volunteers of America Church Mission in the United States and Puerto Rico. The Mission provides services to more than 500 clients daily consisting of three hot meals (breakfast, lunch, & dinner), spiritual and moral guidance, a clothing bank, computer lab access, access to Denver Department of Human Services case workers, tax preparation services, emergency food bags, veteran intake services and volunteer opportunities. The Mission is also home to VOA Colorado's new OneHome and Rapid Re-Housing + Care programs that serve individuals and families experiencing homeless throughout the seven-county Denver metro area.

## By the Numbers

July 1, 2016-  
June 30, 2017

<i>Meals Served</i>	80,000
<i>Emergency Food bags Distributed</i>	7,200
<i>Community Collaborators</i>	40
<i>Spiritual Guidance</i>	28,522
<i>Clothing Distributed</i>	60,100

## WHAT IS THE PROGRAM IMPACT?

- 130 community volunteers assist in running the Mission with more than 15,800 hours of service each year
- 15 community volunteers average more than 15 hours/week
- At least 7 volunteer positions are held by "participant" Mission volunteers
- 300 Back-to-School back packs distributed annually
- Over 3,000 Holiday meal baskets are distributed over the Thanksgiving and Christmas holidays consisting of a full meal for a family to cook at home for the holidays
- 260 clients were received tax assistance at the Mission in 2016 with a total of \$264,758 in federal refunds and \$51,365 in state tax refunds.

## Mission

The Mission is Volunteers of America's oldest program in Colorado and is dedicated to restoring the morally injured and hurting in the city of Denver. We strive to repair broken lives and to lift them to higher standard with dignity. We meet the needs of our clients through direct community involvement and strong collaborative relationships. The different agencies we partner with provide housing assistance, employment, volunteer opportunities, program education, food, clothing, community resources and referral services to the Five Points/ Curtis Park population and many others throughout the city of Denver.

***Everyone is welcome at the Mission!***



**The Volunteers of America Mission is located at:**

2877 Lawrence Street  
Denver, CO 80205

For more information, please contact: Marcos Melendez at  
303-295-2165 or [mmelendez@voacolorado.org](mailto:mmelendez@voacolorado.org)

## Testimonials

*"First day in Denver, I was robbed of all my belongings. I walked to the Mission to see what services they offered. I was instantly greeted by loving staff and volunteers. I couldn't find a place that was as helpful as they were. Eight months later, I'm in San Antonio in my own apartment and working for as a consultant for an advertising company. God bless my Mission family."*  
-Deneal

*"I came to the Mission looking for housing and help. I was welcomed by everyone there like family. I volunteer daily at the Mission. And I know that God will help with my housing needs. In the meantime, my Mission family keeps my hopes alive. I love the Mission."*  
- Patty



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# ONEHOME

## Program at a

Services Provided



**Special Case Management**



**Document Acquisition Assistance**



**Housing Search Assistance  
&**

## By the Numbers

July 1, 2016-  
Sept. 1, 2017

<i>Participants Enrolled</i>	<b>8</b>
<i>Housing Navigation Assistance Recipients</i>	<b>20</b>
<i>Agencies Assisted by OneHome &amp; CAHPS</i>	<b>46</b>

## About OneHome

“OneHome” is the branding name for Metro Denver’s Coordinated Assessment and Housing Placement System (CAHPS). CAHPS refers to the process of providing equitable access to services and housing interventions for people experiencing homelessness across the Metro Denver Continuum of Care. This is done by utilizing a common assessment tool to determine the level of need, targeting outreach and services for those with the highest level of need, and matching individuals to the right level of services and/or housing interventions as quickly as possible through one centralized system.

The “OneHome” program works directly with the Metro Denver Homeless Initiative (MDHI), Denver’s Road Home (DRH) and the Colorado Coalition for the Homeless (CCH) lead agency for the Family system to coordinate between all agencies that make up Metro Denver’s Continuum of Care.

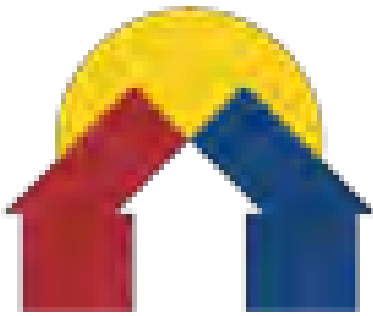
## WHAT IS THE PROGRAM IMPACT?

OneHome staff coordinates with the 46 agencies participating in CAHPS to facilitate navigation and placement into housing programs for participants who have been prioritized for housing resources. For those who do not have a primary case manager, OneHome staff outreaches participants and provides housing navigation, document assistance and some limited financial assistance related to housing navigation and stabilization. OneHome also leads and/or facilitates communitywide meetings, committees and trainings, and is directly involved in the planning, development and implementation of the agreed upon initiatives and federally-mandated requirements for Metro Denver’s Coordinated Entry System for people experiencing homelessness.

## **Prioritization Criteria**

- VI-SPDAT Score (if unable to complete a VI-SPDAT due to significant barriers, must receive a referral to, and approval by, the Alternate Process Committee)
- Tri-Morbidity (co-existing substance use, mental and physical health concerns)
- Age
- Length of time experiencing homelessness
- Any other previously unidentified risk factors

OneHome staff then coordinate with the individual's housing navigator to ensure once a housing opportunity becomes available, the client is ready to be matched to the resource, with consideration of client choice and the eligibility requirements of the provider.



# OneHome

### **Program Staff:**

Megan Morales, OneHome Manager  
mmorales@voacolorado.org  
720.481.7619

Ayesha Golden, OneHome Housing Navigator  
agolden@voacolorado.org  
720.275.2255

OneHome (Located at the VOA Mission)  
2877 Lawrence St.  
Denver, CO 80205



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# OTHER VETERAN NEEDS

## Program at a

Services Provided



**Case  
Management**



**Support Services**



**Benefits Acquisition**

## By the Numbers

July 1, 2016-  
Sept. 1, 2017

<i>Avg. Veteran Families per Month</i>	<b>&gt;825</b>
<i>VAF Recipients (Total Funds Received)</i>	<b>32 (&gt;\$21,483)</b>
<i>Volunteer Hours</i>	<b>&gt;1106</b>

## About Other Veteran Needs

Other Veteran Needs (OVN) is a department that consists of two separate programs, the Veteran’s Treatment Court Peer Mentor Program and the Veteran Peer Program.

The Veteran Treatment Court (VTC) Program is a voluntary program that moves eligible veterans from the traditional courtroom to a treatment- and support-focused program where there is an agreement to actively engage in a recovery and treatment plan. The VTC program seeks to reduce recidivism in veterans by addressing the underlying issues that cause drug or alcohol dependence. Peer mentor support, treatment driven case management and active engagement by the veteran are essential to the success of veterans in the VTC Program and peer mentors are essential to making that happen. Mentors encourage participants to connect with available resources, attend court mandated treatments and hearings and help participants advance through the VTC program and, ultimately, graduate. Mentors are there to be someone the veteran participant can lean on and ideally develop meaningful relationships with, rooted in their shared experiences as US veterans. The peer mentor program is staffed entirely of volunteers who freely give their time to assist the veterans going through this program.

The Veteran Peer Program (VPP) is a program comprised of peer navigators and the Veteran’s Assistance Fund (VAF). Peer navigators act as an ancillary support network for case workers at the Volunteers of America Colorado Bill Daniels Veteran Services Center. A navigator’s target population is veterans that come in to the building but don’t qualify for any of the programs or services offered at the VSC. When there are no eligible veterans, navigators shift to assisting veterans who have already been enrolled in one of our programs. The VAF is a non-restricted fund that assists financially with issues that a veteran cannot get any other program or service provider in the state of Colorado to pay for.

In addition to the programs mentioned above, the OVN department also oversees coordination with partner agencies and vendor operations that further assist and serve the veterans that come into the VSC.

### Eligibility Criteria

- Must be a veteran
- Eligibility is decided on a program-by—program basis

### WHAT IS THE PROGRAM IMPACT?

**From July 1, 2016 - July 1, 2017**

Since the advent of the OVN department, we have seen and increase in positive outcomes to the following data elements:

- Shelter/Housing
- Employment
- Income Generation
- Accessing Food & Nutrition Services
- Accessing Health Care Coverage
- Strengthening Family Relations
- Strengthening Life Skills
- Community Involvement
- Accessing Mental Health Services
- Accessing Substance Abuse Treatment Services
- Accessing Legal Services

### Program Staff:

Holden Young, Veteran Resource Manager  
Email: [hyoung@voacolorado.org](mailto:hyoung@voacolorado.org)  
Phone:

Catherine Schyling, Americorps VISTA  
Email: [cschyling@voacolorado.org](mailto:cschyling@voacolorado.org)  
Phone: 720.481.7620

Holly Hall, Americorps VISTA  
Email: [hhall@voacolorado.org](mailto:hhall@voacolorado.org)  
Phone: 303.901.3031

Brenden Gottlieb, Americorps VISTA  
Email: [bgottlieb@voacolorado.org](mailto:bgottlieb@voacolorado.org)  
Phone: 303.901.3438



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# RAPID REHOUSING + CARE

## Program at a

Services Provided



**Intensive Case  
Management**



**Support  
Services**



**Housing  
Assistance**



**Benefits**

## By the Numbers

Jan. 1, 2017-  
Sept. 1, 2017

<i>Total Households Served</i>	33
<i>Total Participants Housed</i>	12
<i>Permanent Housing Outcomes</i>	4

## About Rapid Rehousing + Care

Rapid Rehousing + Care (RRH+C) is a pilot rapid rehousing program located within the Volunteers of America Colorado Mission, with an additional component of counseling. RRH+C is contracted and funded by Denver Health and Human Services, awarded to Volunteers of America. The goal of this program is to assist participants with securing public resources and permanent housing. All housing types are pursued in order to meet the needs of the served population.

In addition to housing and public resource acquisition, the Mission, located at 2877 Lawrence St., also provides:

- Clothing Bank
- Ministry Services
- DHS Benefits Assistance on Mondays and Wednesdays
- Three meals a day, Monday-Thursday
- Lunch, Monday-Thursday, as well as Friday and Sunday.

## WHAT IS THE PROGRAM IMPACT?

**From January 1, 2017 - September 1, 2017**

- **100%** capacity within first 7 months of grant
- **100%** of participants have medical coverage
- **81%** receiving financial public assistance
- **36%** have been placed in permanent housing

## **Eligibility Criteria**

Eligibility and priority have been established based on several elements of high vulnerability

- Age
- Disabilities
- Chronically homeless
- VI-SPDAT Score of 10 or higher

All potential participants have been identified by the city through the Coordinated Assessment and Housing Placement System (CAHPS).

**No Referrals Accepted.**



### **Program Staff:**

Lezlie Burwell, PhD, LPC, Clinical Program Manager

Email: [lburwell2@voacolorado.org](mailto:lburwell2@voacolorado.org)

Mark Borland, Supportive Service Specialist

Email: [mborland@voacolorado.org](mailto:mborland@voacolorado.org)

Rachelle Stroh, Supportive Service Specialist

Email: [rstroh@voacolorado.org](mailto:rstroh@voacolorado.org)

Toni Gonzalez, Benefits Specialist

Email: [tgonzalez@voacolorado.org](mailto:tgonzalez@voacolorado.org)



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**RETIRED SENIOR VOLUNTEER PROGRAM**

**Program at a**

Services Provided



**Call to discover your opportunity**



**Volunteer Opportunity**



**Information Resources**



**Community Refer-**

**By the Numbers**

April 1, 2016 -  
March 31, 2017

<i>Volunteers</i>	624
<i>VOA Sites</i>	19
<i>Partner Stations</i>	41
<i>Staff</i>	3
<i>Volunteer Hours</i>	78,219
<i>Total Program Budget</i>	\$175,260

**About RSVP—Denver Metro**

The Retired Senior Volunteer Program’s mission is to assist volunteers age 55 and over find meaningful volunteer opportunities in which they can share their experience, abilities and skills for the betterment of their community and themselves. Established in 1971 and now one of the largest senior volunteer organizations in the nation, RSVP engages more than 296,000 people age 55 and older in a diverse range of volunteer activities.

**Locations/Counties served:** Volunteers of America RSVP supports over 600 volunteers who contribute their time and energy to over 55 organizations in Denver, Douglas, and Western Arapahoe counties.

**Services Provided:**

- Tutor and Mentor children in schools
- Provide GED Training
- Deliver or serve meals to seniors
- Work with veterans and their families
- Educate the community on disaster preparedness
- Assist with one-time special events
- Share creative talents

**WHAT IS THE PROGRAM IMPACT?**

**From April 1, 2016-March 30, 2017**

- **98%** of RSVP volunteers feel that volunteering provides an overall health and wellness benefit to them according to the Denver RSVP 2017 Survey.
- **100%** of RSVP stations felt that volunteers were an important part of their organization
- **92%** of stations reported they were better able to serve their clients needs because of RSVP support.
- **121** RSVP members volunteered at VOA sites delivering Meals on Wheels, tutoring GED prep classes, working at the Mission and the Bill Daniels Veteran Services Center, as well as other locations.

### SPECIAL PROJECTS

- I Remember Mama is an annual RSVP annual event held each year in May help to celebrate and honor over 75 elderly women who are either residents of subsidized housing or participants in the Volunteers of America Colorado Meals on Wheels program. The morning high tea is designed to let each guest enjoy the camaraderie, receive a special gift and make them realize they are not alone on Mother's Day.
- Each November the Denver RSVP volunteers host a complete Thanksgiving Dinner at the Bannock Youth and Family Center. It is a time for over 40 formerly homeless youth and their families to come together and share a home cooked meal with all the trimmings, many of whom would not be celebrating Thanksgiving on their own.



### Program Staff:

Cathy Law, Project Manager  
claw@voacolorado.org

Alyssa Diaz, Program Coordinator  
adiaz@voacolorado.org

Beverly Orton Jones, Program Coordinator  
bjones@voacolorado.org

Contact: 303-297-0408

### Testimonials

*“Thank you for introducing Reading Partners to such amazing volunteers from RSVP! Our on-site coordinators have praised thier abilities to connect with thier students to help them laugh and learn.”*

- Alaina Shires,  
Reading Partners

*“Thank you for your outstanding partnership and belief in our mission. Our RSVP volunteers have changed so many young lives by developing amazing relationships and we are so lucky to have them as members of our school community.”*

- Margie Thirlby,  
Senior Executive Dir  
Reading Partners Colorado



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## RSVP PROGRAM—LARIMER

### PROGRAM AT A GLANCE

#### Work Plan Focus Areas



Seniors and Disabled Individuals



Health and Wellness



Caregiver Respite



Disaster Services



Mentoring and Tutoring



Housing and Employment Assistance



Veteran Services



Fundraising and Nonprofit Support

#### BY THE NUMBERS JULY 1, 2016- JUNE 30, 2017

<i>Volunteers</i>	723
<i>Hours</i>	86,277
<i>Partner Agencies</i>	61
<i>Participants Served</i>	3,875

### ABOUT THE LARIMER RSVP PROGRAM

The Larimer RSVP Senior Corps Program addresses Larimer County's most critical community needs while enriching the lives of volunteers, age 55 and better, through service. Our impact-focused engagement, placement, and support services connect volunteers with over 60 nonprofits, serving 3,500+ individuals.

### WHAT IS THE PROGRAM IMPACT?

From April 1, 2016-March 31, 2017:

**2,376** seniors and individuals with disabilities received supportive services to maintain their independence.

**1,841** community members received information about health care and wellness.

**41** caregivers received consistent respite from caregiving.

**378** disaster survivors' needs were addressed.

**372** youth were mentored or tutored.

**335** low-income families received housing or employment assistance.

THE MORE YOU VOLUNTEER WITH  
SENIOR CORPS-RSVP, THE HEALTHIER  
YOU ARE

RSVP aims to make big changes in the community, with impact-focused programming. However, the change does not just occur within our clients' lives but with our volunteers too.

Larimer RSVP partnered with CSU's Aging Clinic of the Rockies to implement a longitudinal study of the impact volunteering has on an individual's psychological wellbeing. While this study initially started with just Larimer RSVP volunteers, it has since grown to a nationwide survey of Senior Corps volunteers. The study is in its early stages and will continue for several years.

Even though the study is not yet complete, we already see the impact that volunteering has on RSVP members' wellbeing. Preliminary results show that the more hours an RSVP volunteer serves, the greater their sense of engagement and meaning..

**Contact Northern Colorado Division  
at 970-472-9630.**



*I volunteer with  
RSVP  
to continue to  
be useful to  
others, to en-  
joy my life, and  
to keep out  
of my wife's  
hair!  
- John, RSVP  
Volunteer*

*RSVP provides  
well-matched  
volunteers that  
stick around.  
- Linda, RSVP  
Partner Agency  
staff*



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**SAFETY OF SENIORS HANDYMAN**

**Program at a**

Services Provided



**In-home repairs**



**Information  
assistance**



**Minor repairs for  
Seniors age 60+**



**Community  
Referrals**

**By the Numbers**

July 1, 2016 -  
June 30, 2017

<i>Participants Served</i>	1,233
<i>Total Units of Service</i>	4,865
<i>Veterans Served</i>	unknown
<i>Fall Prevention Presentations</i>	83 clients
<i>Volunteer Hours</i>	14,143
<i>Total Program Budget</i>	\$185,880

**About the Handyman Program**

The Volunteers of America Colorado Safety of Seniors Handyman Program provides services necessary to enhance the quality of lives of limited-income senior homeowners. The program’s goal is to help seniors live safely and independently in their own homes, allowing them to continue to be a viable part of the community. Skilled volunteer handymen and women are essential to the program and provide clients with safety assessments, education on fall and fire prevention and perform in-home repairs and safety modifications. The cost is always free.

**Fall and Fire Prevention Education**

The Handyman Program has undertaken an education initiative to create greater home safety for seniors through education, awareness, collaboration and active outreach. Through the presentation volunteers and staff educate Denver metro area seniors on fall and fire prevention in an effort to encourage seniors to become more aware of, identify and correct hazardous factors that lead to home-injury related accidents.

Seniors age 60 and older residing in Adams, Arapahoe, Denver, Jefferson, Clear Creek and Gilpin counties.

**WHAT IS THE PROGRAM IMPACT?**

**From July 1, 2016—June 30, 2017**

- **100%** of clients surveyed reported that the Safety of Seniors Handyman Program repairs and services provided helped them remain independent and self-sufficient in their own homes.
- **78%** of clients surveyed reported they have not experienced a fall since the program services were provided.
- **89%** of clients surveyed reported they were more aware of safety hazards in their home after participating in a fire and fall presentation

### SPECIAL PROJECTS

The Volunteers of America Colorado Safety of Seniors Handyman Program has also conducted several special events throughout the year. Two of these annual events include our Rake Up Colorado event and our Cool Down Colorado event.

- Rake up served 151 clients with 448 volunteers
- Cool Down provided 357 seniors with fans
- The program also has a snow removal program, Snow Buddies, where volunteers are matched with a senior and whenever it snows two inches or more in a 24-hour period, the volunteer shovels the sidewalk and walkway.



### Program Staff:

Wayne Chitwood, Program Coordinator  
wchitwood@voacolorado.org

Molly Barfuss, Program Coordinator  
mbarfuss@voacolorado.org

Phone: 303-297-0408

### Testimonials

*"I could not have completed the yard work without their help. The volunteers were amazing!"*

- Client comment from letter

*"I don't know what I would do without Volunteers of America."*

- Client comment from letter

*"The volunteers and staff from Volunteers of America are the best. The fan was a life-saver that I could not afford to buy myself. Thank you!"*

- Client comment from letter



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**SENIOR CONGREGATE MEALS – DENVER**

**Program at a**

Services Provided



**Congregate  
Nutritious Meals**



**Nutrition  
Education**



**Nutrition  
Screening  
& Counseling**



**Communi-  
ty Refer-**

**By the Numbers**

July 1, 2016 -  
June 30, 2017

<i>Participants Served</i>	4,105
<i>Total Meals Served</i>	189,491
<i>Blizzard Box Meals</i>	5,352
<i>Volunteers</i>	515
<i>Volunteer Hours</i>	50,121
<i>Total Program Budget</i>	1,978,536

**About the Senior Nutrition Meal Program**

Volunteers of America Colorado’s Seniors’ Nutrition Meal Program serves Adams, Arapahoe, Clear Creek, Denver, Douglas, Gilpin and Jefferson counties. Each meal consists of an entrée and accompaniments such as vegetables, fruits, breads, milk, etc. The meals are low in fat, cholesterol and sodium, and provide the valuable nutrients older adults need without the additional calories. Program services also include nutrition education, information and assistance in accessing other services available to seniors age 60 or over. Each meal provides at least one-third of the recommended daily nutrients for older adults.

The Seniors Nutrition Meal Program services are offered at 30 congregate dining sites throughout the seven counties above. Congregate dining offers more than just a meal as many other activities such as dancing, bingo, exercise classes, and many others create a social atmosphere for seniors to enjoy.

There is no charge for any of the services provided; however, a \$2.50 donation is suggested per meal. No one is denied service because of an inability to make a contribution.

**WHAT IS THE PROGRAM IMPACT?**

**From July 1, 2016-June 30, 2017**

- **74%** of participants reported they participated in other activities offered at the dining site.
- **72%** of participants reported that the services improved their emotional health.
- **75%** of participants reported that services improved their physical health.
- **35%** of clients indicated that they participated in some volunteer activity at the site they attend.

## SPECIAL PROJECTS

- ◆ In the fall, blizzard boxes are delivered to Seniors' Nutrition clients to provide six shelf-stable meals in case of weather-related emergencies or unexpected dining center closures.
- ◆ Every year on Thanksgiving and Christmas, meals are provided to the local community at designated sites serving hundreds that otherwise may not have a hot holiday meal.



## Program Staff:

Melissa Cirello, Project Manager - [rmcirello@voacolorado.org](mailto:rmcirello@voacolorado.org)  
Alexa Castillo, SNP/MOW Program Coordinator - 303-297-0408

Site Coordinators at 30 sites throughout the Denver Metro Area served by Denver Regional Council of Governments and hundreds of dedicated volunteers

## Testimonials

*"I like to eat with people my own age."*  
- Client comment from Client Satisfaction Survey

*"I get the protein I need, fresh fruits and vegetables which helps keep my diabetes regulation in eating."*  
- Client comment from Client Satisfaction Survey

*"Thank you, the nutrition education helps me know how to manage my diabetes."*  
- Client comment from Client Satisfaction Survey

*"I love this program!"*  
*"I like to dance."*  
*"This helps me meet new friends."*  
*"This improves my health."*

*"It is my main meal for the day."*  
- Other client comments  
Client Satisfaction Survey



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## SENIOR NUTRITION PROGRAM— LARIMER COUNTY

### Program at a Glance

#### Services Provided



Nutritious  
Meals



Nutrition  
Education



Nutrition  
Screening &  
Counseling



Community  
Referrals



Socializing



Volunteer  
Opportunities

### BY THE NUMBERS

JULY 1, 2016-

JUNE 30, 2017

<i>Number of Dining Sites</i>	7
<i>Number of Participants Served</i>	1,016
<i>Number of Meals Served</i>	23,776
<i>Units of Nutrition Education provided to Participants</i>	5,502
<i>Volunteers</i>	102
<i>Total Volunteer Hours</i>	9,504

### ABOUT THE SENIOR NUTRITION PROGRAM

In Larimer County, people age 60 and older are the fastest growing age group. Although aging does not cause disability, various factors among aged populations tend to increase this group's need for assistance services that allow them to remain living independently.

The Senior Nutrition Program supports older adults in their ability to sustain healthy physical and emotional independence. The program is based on the premise that good nutrition and socialization helps older adults remain healthy and independent in their communities. Hot meals are served in community settings and meet strict nutrient content guidelines approved by a registered dietitian.

### WHAT IS THE PROGRAM IMPACT?

From July 1, 2016-June 30, 2017:

**83%** of participants reported they had learned more about healthy eating habits.

**80%** of participants reported that their nutrition improved.

**89%** of participants reported feeling more engaged and supported by the community.

**66%** of participants indicated that the meal served was their main meal for the day.

## COMMUNITY PARTNERS

- ♦ Larimer County Office on Aging and the City of Loveland provide support in program evaluation, design, and funding.
- ♦ Larimer County Food Bank provides catering for all nine dining sites, promotion to new participants, and marketing opportunities.
- ♦ Senior centers and senior housing facilities provide welcoming sites for our dining centers. Volunteers of America partners with seven sites, and growing.
- ♦ Colorado State University students assist with the development of nutrition education handouts and special projects.

**CONTACT NORTHERN COLORADO  
SERVICES AT 970-472-9630**



Photo Courtesy of Bob Blanchard Photography 2012.

### **Comments from Client Satisfaction Surveys:**

*“I enjoy the meals and the social company. It keeps us healthy and active”*

*“It is a bright hour because of the people we eat with.”*

*“We are small in number, but need your help. Thanks for all you do.”*

*“I love to volunteer in this program.”*

-

*“I appreciated the meals and the VOA staff and the food they prepare for us. Thank you.”*



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# SERVICE COORDINATION

## Program at a

Services Provided



**Support  
Maintaining  
Housing**



**Accessing**



**Educational  
Sessions &**



**Benefits  
Acquisition**

## About Service Coordination for Seniors in Housing

The Front Range Service Coordination Program includes 11 Service Coordinators at 10 properties across the Denver metro area, Ft. Collins and Colorado Springs. Most properties are for low-income seniors and many also accept younger people who have disabilities. The service coordinators are there to help the residents access and maintain their benefits, health care, food resources and any other community resources that will enable the residents to maintain their housing and independence. Service coordinators assess, refer and assist with accessing all types of services, provide educational programming and events, and collaborate with community administrators at the properties and service providers in the community.

## By the Numbers

July 1, 2016-  
June 30, 2017

<i>Properties with a Service Coordinator</i>	9
<i>Total Individuals Served</i>	810
<i>Seniors Served</i>	681
<i>People with Disabilities Serviced</i>	129

## WHAT IS THE PROGRAM IMPACT?

- **1772:** Average services per month service coordinator perform for residents
- **461:** Services related to obtaining meal and food resources
- **43:** Average educational sessions service coordinators collectively provide at their properties per month, with topics including health and wellness, benefit acquisition and safety/ fraud prevention



**Residents  
Receiving  
Commodities  
Boxes at Sunset  
Park**



**Testimonials**

*“The SC is always cheerful and kind and remembers your name. She came to the hospital to keep me from losing the apartment.”*

*“The SC Program is the backbone to our Community and has improved the environment 100%.”*

*“The SC is professional, helpful and always willing to listen.”*

**Exercise class at Westgate Towers—Come join us!!**



**For More Information Contact:**

Amy Mitchell, Service Coordination Program Manager  
amitchell@voacolorado.org | 720-257-3435



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# SOUTHWEST SAFEHOUSE

## Program at a

Services Provided



**Emergency  
Shelter**



**Case  
Manage-**



**Housing  
Stability**



**Resource  
Referral**



**Multiple  
Volunteer  
Opportunities**

## Locations/Counties Served

City of Durango

Five County Area:

La Plata

Archuleta

Montezuma

San Juan

*No one is refused  
services due to prior*

## About the Southwest Safehouse

The Southwest Safehouse provides safe and secure shelter 24/7, 365 days a year for women and children fleeing domestic violence, sexual assault, child abuse and other violent crimes. Each year the Southwest Safehouse provides more than 6,000 nights of shelter to more than 200 women and children. The Southwest Safehouse provides for all of the basic needs of women and children served while also providing goal-oriented advocacy, life skills and other support group services, and extensive resource referral.

### Population Served:

The Southwest Safehouse serves women and children who are survivors of domestic violence and other violent crimes.

## PROGRAM ELIGIBILITY

- Women and children who are survivors of domestic violence or other violent crimes.
- Children under 18 must be accompanied by a parent or legal guardian.
- Residents agree to abide by program guidelines as part of participation in this voluntary program.
- The Southwest Safehouse is a drug, alcohol, and violence free program.

**Contact Information:**

24/7 Crisis Line & Office Phone: (970) 259-5443

Fax: (970) 259-5245

**Location:** Confidential Location

**Mailing Address:** P.O. Box 2107  
Durango, CO 81302

**Program Manager:** Kyra Moon  
(970) 259-5245  
kmoon@voacolorado.org



**Testimonials**

“I am sincerely grateful for all the resources and what incredible assistance has been given to me. I felt very safe and comfortable here.”

- Southwest Safehouse,  
Former Resident

*“Made me stronger as a human being for my kids.”*

- Southwest Safehouse,  
Former Resident

“They’ve helped me become a stronger person for my children and myself to assure me I can make it on my own and give my girls a good life.”

- Southwest Safehouse,  
Former Resident

“It has helped me obtain a stable job and a place to live.”

- Southwest Safehouse,  
Former Resident



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## SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF)

### Program at a

Services Provided



**Case  
Management**



**Support  
Services**



**Housing  
Assistance**



**Benefits  
Acquisition**



**Document  
Acquisition**

### By the Numbers

Oct. 1, 2016-  
Sept. 1, 2017

<i>Veterans Housed</i>	320
<i>Exited to Permanent Destination</i>	381
<i>Total Veterans Served</i>	652

### About SSVF

***Supportive Services for Veteran Families– Statewide***

Funded by the Department of Veterans Affairs, the Support Services for Veteran Families (SSVF) Program was founded upon the principle that every veteran has a right to housing.

By providing support at a community level, we can end homelessness among the veteran population. Through the provision of outreach, case-management services, assistance in obtaining benefits and emergency financial resources, the SSVF Program seeks to prevent veterans and their families from becoming homeless, and to rapidly rehouse those who have lost their homes. It is the mission of Volunteers of America Colorado Bill Daniels Veteran Services Center to break the cycle of homelessness among Colorado's veteran population.

### WHAT IS THE PROGRAM IMPACT?

**Since the opening of the Bill Daniels Veteran Services Center, we've seen:**

- **>8%** increase in positive outcomes to shelter/housing.
- **>29%** increase in positive outcomes to income generation.
- **>35%** increase in positive outcomes to accessing food & nutrition.
- **>11%** increase in positive outcomes to strengthening family relations.
- **>9%** increase in positive outcomes to strengthening life skills.
- **>7%** increase in positive outcomes to accessing mental health services.

## Eligibility Criteria

- Must be a veteran and have served at least one day on active duty in any service branch
- Discharge must be above dishonorable
- Must have documentation of their veteran status, income verification documentation or be willing to certify themselves as homeless
- Clients must also fall into one of three categories:

**Category 1** Residing in permanent housing but imminent risk of homelessness

**Category 2** Homeless, but scheduled to be permanently housed within 90 days

**Category 3** Exited permanent housing in the last 90 days



## Program Staff:

Brenton Hutson, Division Director  
Email: bhutson@voacolorado.org

Jay Krammes, Associate Division Director, Denver/Metro Initiatives  
Email: jkrammes@voacolorado.org

Diane Rino, Associate Division Director, Rural Initiatives  
Email: drino@voacolorado.org

Ian Kile, Quality Assurance Manager  
Email: ikile@voacolorado.org

## Service Area Contact Information

### **Denver Metro**

Veteran Services Center  
1247 Santa Fe Dr.  
Denver, CO 80204  
Phone: (720) 501-3367

### **Northern Colorado**

405 Canyon Ave.  
Ft. Collins, CO 80521  
Phone: (970) 472-9630

### **Western Slope Colorado**

740 Gunnison Ave.  
Grand Junction, CO  
81501  
Phone: (970) 644-5220

### **Southwest Colorado**

Commons Building  
701 Camino Del Rio,  
Suite 100  
Durango, CO 81301  
Phone: (970) 247-0831



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**GILPIN & CLEAR CREEK  
TRANSPORTATION**

**Program at a Glance**

Services Provided



**One-way priority trips for clients**



**Information assistance**



**Medical Trips  
Healthy Nutrition Trips**



**Community Referrals**

**By the Numbers**

July 1, 2016-  
June 30, 2017

<i>Participants Served</i>	120
<i>Total Trips Provided</i>	11,100
<i>Veterans Served</i>	unknown
<i>Volunteers</i>	5
<i>Staff</i>	4
<i>Volunteer Hours</i>	891
<i>Total Program Budget</i>	\$90,468

**About the Gilpin and Clear Creek  
Transportation Program**

Volunteers of America Colorado provides Older Americans Act Transportation services to eligible older adults in Gilpin and Clear Creek counties in compliance with the guidelines of each federal, state and local regulatory agency under the funding source. Volunteers of America provides services in close collaboration with Project Support - Clear Creek County and Gilpin County Department of Human Services.

**Services include:**

Transportation to and from medical and dental offices and clinics, including individual appointments. Grocery shopping trips to and from local food stores. Transportation to and from the post office, nursing homes, polling places, funeral services, volunteering locations, etc. Trips to and from Congregate Dining Centers. Transportation to and from medical and dental appointments that exceed ten miles one-way and cross a county boundary

**WHAT IS THE PROGRAM IMPACT?**

**From July 1, 2016-June 30, 2017**

- **73%** of survey respondents stated they accessed community resources
- **44** community resources were accessed as a result of participation in the transportation program
- **81%** of transportation participants surveyed engaged in recreational activities, such as trips to restaurants, museums and fitness activities in addition to other events
- **96%** of clients indicated that the drivers were helpful and courteous while providing services

## **SPECIAL PROJECTS**

- ◆ Every year trips are provided several times for picnics to the local park as a special outing for seniors in the community.
- ◆ Special trips to Black Hawk from Idaho Springs are scheduled throughout the year to theatrical productions and other special events for seniors.



### **Program Staff:**

Eligible Gilpin County residents may call 303-582-5444 for questions and to arrange for needed services.

Eligible Clear Creek County residents may call 303-567-2382 for questions and to arrange for needed services.

## **Testimonials**

*“This is a very important service. We are so grateful and hope it continues.”*

- Client comment from Client Satisfaction Survey

*“I am going blind and I don’t know what I would do without this service.”*

- Client comment from Client Satisfaction Survey

*“Thank you for this service!”*

- Client comment from Client Satisfaction Survey



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# VETERAN HOUSING GPD

## Program at a

Services Provided



**Case Management**



**Support Services**



**Housing Assistance**



**Benefits Acquisition**

## By the Numbers

July 1, 2017-  
June 30, 2016

<i>People Served</i>	58
<i>Permanent Housing Outcome</i>	56%
<i>Average Beds Filled</i>	70%

## About Veteran Housing Grant Per Diem – Denver Metro

The Veterans Program GPD is a unique service provided by Volunteers of America Colorado Branch and is operated out of two sites: Clermont Commons and the Family Motel. Shelter is provided to veterans and their families experiencing homelessness who are also connected to either SSVF or HUD-VASH.

GPD recipients are able to stay up to 90 days until permanent housing is identified and will work with a case manager to identify stable housing, increase access to income and benefits, and to increase self-sufficiency. Veteran women residents receive on-site case management and gain access to various services offered through partnerships within Volunteers of America, the Department of Veteran’s Affairs and the Denver Department of Human Services to aid in housing stabilization and increased income and self-sufficiency. Services are provided with a trauma informed care lens,

## WHAT IS THE PROGRAM IMPACT?

Currently the program provides 10 emergency shelter beds specifically for homeless veterans and their children, with an opportunity of entering into 1 of 3 shared homes, located at a separate housing site known as Clermont Commons, or at the Family Motel.

According to the Department of Veterans Affairs, the Volunteers of America Colorado Women Veterans Program is the only homeless and domestic violence transitional housing opportunity exclusively for veteran women in a five state area.

## **Eligibility Criteria**

- Must be a veteran
  - Must be connected with a Support Services for Veteran Families (SSVF) Program
- OR-**
- Be the recipient of a HUD-VASH voucher

Final eligibility will be determined by a local Veterans Affairs office



## **Program Staff:**

Jeri Erickson, Program Manager  
Email: [jerickson@voacolorado.org](mailto:jerickson@voacolorado.org)

Michael Navarro, Veteran Advocate  
Email: [mnavarro@voacolorado.org](mailto:mnavarro@voacolorado.org)

Lauren Ortiz, Veteran Advocate  
Email: [lortiz@voacolorado.org](mailto:lortiz@voacolorado.org)

Lisa Bybee, Intake and Resource Coordinator  
Email: [lbybee@voacolorado.org](mailto:lbybee@voacolorado.org)

GPD Program Information: 720.633.0471



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# VETERAN TRANSITIONAL

## Program at a Services Provided



**Emergency Shelter**



**Case Manage-**



**Housing Stability Services**



**Resource Referral**



**Veteran Services**



**Multiple Volunteer**

### Locations/Counties Served

City of Durango

La Plata County

*No one is refused services due to prior residency.*

## About Veteran Transitional Housing

The Volunteers of America Colorado Veteran Transitional Housing Program provides an extended stay at the Durango Community Shelter to veterans experiencing homelessness. Participants receive intensive case management and support in obtaining long-term housing. Veterans in the program work closely with the veteran case manager to assess the complexities of their current situation and develop individualized goals to address barriers toward stable housing. VOA staff support participants in meeting basic needs, while also striving to increase employment readiness and/or benefit acquisition with the final objective being long-term sustainable housing.

### Population Served:

Individuals and families in which the head of household or spouse of head of household is a United States Military veteran.

## PROGRAM ELIGIBILITY

- All veterans must have a discharge status other than dishonorable
- Participants must be 18 years or older unless accompanied by a parent or guardian
- The Durango Community Shelter is a drug, alcohol and violence free program
- Participants must agree to abide by all program guidelines

**Contact Information**

24/7 Crisis Line & Office Phone: (970) 259-1255

Fax: (970) 247-9561

**Location:** 1055 Avenida Del Sol  
Durango, CO 81301

**Mailing Address:** PO Box 2107  
Durango, CO 81302

**Program Manager:** Kelsey Schumacher  
(970) 247-0949  
kschumacher@voacolorado.org

**Testimonials**

*“I would never have been able to obtain a full time job without the total support of the Shelter.”*

- Veteran Transitional Housing, Former Resident

*“The Durango Community Shelter and Veteran Transitional Housing Program staff have provided me with support and encouragement as I work on achieving my goals.”*

- Veteran Transitional Housing, Former Resident



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# VOLUNTEER PROGRAM

## Program at a Glance

Volunteer Opportunities



**Families and  
Youth**



**Corporations**



**In-Home**



**Individual Adults**

## About the Volunteer Program

Volunteers of America Colorado strives to offer volunteer opportunities in all of its amazing programs. Therefore, volunteer service opportunities are very diverse and vary from delivering meals to homebound seniors, brightening the decor of one of our shelters or providing childcare to one of the students in our Head Start programs and much, much more. Volunteers of America Colorado's Volunteer Program offers volunteer opportunities for Families, Youth, Adults and Seniors.

We help volunteers find the right fit whether it is an ongoing opportunity or a one-day event.

Our volunteers often have such a life changing experiences they stay with us for years and become deeply involved in the success of our programs. All we ask of our volunteers is they bring their passion to the volunteer site and allow us to help them help the community.



## By the Numbers

July 1, 2016 -  
June 30, 2017

<i>Volunteer Hours</i>	271,430
<i>Number of Total Volunteers</i>	18,922
<i>Youth Volunteers</i>	4,608
<i>Adult Volunteers</i>	13,358
<i>Senior Volunteers</i>	956

## PROGRAM STAFF:

**Bradley Gulley, Director of Volunteer Programs**

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**Adult Volunteer Program Coordinator**

303-297-0408 ext. 13125

**Vanessa Gates, Youth and Family Volunteer Coordinator**

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## Volunteer Program

### Program Highlights

**Runnin' of the Green** – March – This 7K run/walk and Irish Punt (2 mile walk) is a fabulous fundraising event for Volunteers of America Colorado. Volunteer for a variety of race jobs or to run/walk. Bring the family! Proceeds benefit Volunteers of America Colorado. Volunteers also get free admission to the block party.



**Cool Down & Be Safe, CO** – June – Volunteers are needed to deliver fans and safety items to seniors. Annually, Volunteers of America Colorado delivers fans to more than 250 seniors to assist in keeping them cool during the summer months. This is a wonderful event for your team and/or family members to serve Denver's senior community.

**Youth Volunteer Summer Institute** – June and July – Around 20 high school youth volunteers are selected to participate in the Youth Volunteer Summer Institute. The Institute provides meaningful service-learning opportunities in a group setting during summer break. The program incorporates volunteering, reflection, skill building and education into a unique opportunity to explore the different issues affecting our community.



**Rake-Up** – October – Volunteers needed to help rake leaves and do yard clean up for low-income seniors. Bring your team and your family!

**Baskets of Joy** – December – Every year Volunteers of America Colorado sorts, packs and delivers 5,280 beautiful fruit baskets. These baskets are given to seniors who might not otherwise receive a gift or visits from family during the holidays. Volunteers are needed to help deliver the baskets.



**Holidays** – November and December – Volunteers of America Colorado has many events during the holiday season. Volunteers are needed to deliver Meals on Wheels on and around the Holidays, to help distribute Thanksgiving and Christmas food baskets, to Adopt-A-Family by providing gifts to our clients and to throw a holiday event at any of our residential programs.

**Monthly Family Project** – Every month our family volunteers are invited to join us at a VOA program to serve together as a family. These events range from hosting a BINGO event to planting a community garden or sorting food. Family volunteer events are open to all ages of kids.



**Corporate Volunteer Projects** – Volunteers of America Colorado works with many great corporations to create custom volunteer projects for their groups. These project include everything from serving a meal at the Mission, to painting at the Family Motel, to full Days of Service at multiple sites. Corporate volunteering is fun and can be a great teambuilding event.

# YOUTH HOUSING

## Program at a Glance

Services Provided



Permanent Housing



Case Management



Job Readiness



Education Support

## About Youth Housing Programs

Youth ages 16-24 are experiencing homelessness at an alarming rate. They are extremely vulnerable when experiencing homelessness due to age and lack of resourcefulness. Bannock Youth and Family Center has two youth programs.

The **Youth Transitions Project (YTP)** is a Rapid Re-housing Program. The program averages 18 months with a decreasing rental payment as participants become more self-sufficient. Case managers maintain regular contact and conduct home visits with participants in scattered-site housing and offer assistance with obtaining benefits, job location, mental health services, and life skills.

The **Permanent Supportive Housing Youth Program (PSH)** is a permanent housing program. It collaborates with other service providers to house the most vulnerable youth in a supportive, scattered-site unit. Case managers focus on assistance with obtaining disability benefits and conduct regular home visits to assist the youth in maintaining housing.

## By the Numbers

Individuals served ages 0-24	52
Community Meals Served for youth participants	110
Volunteer Hours	325

## WHAT IS THE PROGRAM IMPACT?\*

From July 1, 2016-June 30, 2017

- 55% of participants earned certifications/credentials
- 65% of program graduates were placed in jobs within 3 months of completing our program
- 60% of placed graduates are still be employed at 6 months

\*Numbers are for the YTP program only; PSH is a new program and achievements are measured differently - will have outcomes after the program reaches one year.



One of our participants strutting her stuff.



A staff person hanging out with kids during our summer celebration.

## Testimonials

*"Bannock Youth and Family Center is always welcoming to me and my family. We all look forward to the classes and events. They continued to work with us through every obstacle we faced. We are finally able to focus on everything else now that we finally have a roof over our head."*

**-RM**

**For more information, please contact:**

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Manager

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**Volunteers  
of America®**

**COLORADO BRANCH**